

Reissued: 13-Sep-07

Model: Neptune-C2	Date: 31-May-07	No.: RB286001b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Engine**.

Version	Program No.	Effective Date
1.08:14	B2865300E	September 2007 production
1.07 :14	B2865300D	August 2007 production
1.05 :14	B2865300C	1st Mass production.

Version	Modified Points or Symptom Corrected
1.08:14	Other changes: 1. The folder unit can now be switched to Off-line Mode by pressing the Off-line key on the unit's operation panel, even when the N-C2 is in Panel Off or Lower Power Mode. Note: If the N-C2 is in Auto Off Mode, you must press the operation switch on the N-C2 operation panel and then press the Off-line key on the folder unit operation panel.
1.07 :14	Other changes: 1. The default values for the Adjustment of Margins in User Tools were changed as follows: NA: 1.0-1.5 inches --> 0.8-1.6 inches EU: 35-40mm --> 20-40mm 2. The interval between sheets of paper was changed as follows. Conditions: Only when Sp6-966-001 is set to "0", and the paper being used is A0T, A1T, A2T or A3T, and Jabara file folding has been selected. Paper interval under these conditions: A0T: 350mm A1T: 360mm A2T: 360mm A3T: 350mm Important: If the B889 folder unit is installed, to apply the above changes, update the folder unit firmware (B889 folder unit: JABARA 1.07).
1.05 :14	1st Mass production.

Model: Neptune-C2	Date: 31-May-07	No.: RB286002
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Subject: Firmware Release Note: Language		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Language**.

Version	Program No.	Effective Date
1.05	B2861496	1st Mass production.

Version	Modified Points or Symptom Corrected
1.05	1st Mass production.

Model: Neptune-C2	Date: 31-May-07	No.: RB286003
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Subject: Firmware Release Note: LCDC		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **LCDC**.

US

Version	Program No.	Effective Date
1.09	B2861491A	1st Mass production.

EU

Version	Program No.	Effective Date
1.09	B2861492A	1st Mass production.

CHN

Version	Program No.	Effective Date
1.09	B2861457	1st Mass production.

US

Version	Modified Points or Symptom Corrected
1.09	1st Mass production.

EU

Version	Modified Points or Symptom Corrected
1.09	1st Mass production.

CHN

Version	Modified Points or Symptom Corrected
1.09	1st Mass production.

Reissued: 28-Jun-07

Model: Neptune-C2	Date: 31-May-07	No.: RB286004a
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: NIB		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the **NIB**.

Version	Program No.	Effective Date
6.05	<i>B2865883D</i>	<i>June 2007 production</i>
6.03	B2865883C	1st Mass production.

Version	Modified Points or Symptom Corrected
6.05	<i>Symptom corrected:</i> <i>1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).</i> <i>2. SMB folders cannot be registered in the address book. (TechMail#OTS-2007-1913)</i> <i>3. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)</i>
6.03	1st Mass production.

Reissued: 06-Mar-08

Model: Neptune-C2	Date: 31-May-07	No.: RB286005a
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Printer		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Printer**.

Version	Program No.	Effective Date
1.04	<i>D3205911B</i>	<i>December 2007 production</i>
1.00.1	D3205911A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.04	<i>Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".</i>
1.00.1	1st Mass production.

Reissued: 12-May-09

Model: Neptune-C2	Date: 31-May-07	No.: RB286006a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Scanner		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the **Scanner**.

Version	Program No.	Effective Date
01.27	B2875902D	<i>April 2009 production.</i>
01.26	B2875902C	1st Mass production.

Version	Modified Points or Symptom Corrected
01.27	<i>Symptom corrected:</i> <i>1. The job log CSV file contains the wrong "User Entry ID" for scanner jobs that were sent from the document server. This only occurred using either UserCode Authentication or Basic Authentication.</i> <i>2. The Job log displayed by WSDM contains the wrong "User Code/User Name", "User Entry ID" and "User display name" for scanner jobs that were sent from the document server. This only occurred using either UserCode Authentication or Basic Authentication.</i>
01.26	1st Mass production.

Reissued: 18-Oct-07

Model: Neptune-C2	Date: 31-May-07	No.: RB286007c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: System/Copy		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **System/Copy**.

Version	Program No.	Effective Date
1.03.1	B2865881F	September 2007production
1.02	B2865881E	July 2007 production
1.01.2	B2865881D	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03.1	Symptom corrected: 1. The mixed size of PDFs created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.03.1 or later) and NFA firmware (version 2.01.2 or later) need to be applied to fix this issue. 2. All pages of a PDF file are blank if created by scanning with the Custom Size setting.
1.02	Symptom corrected: 1. SC991 occurs when the SMC report is printed out. 2. Scanning is not disabled when one or more of the machine units is open. 3. Paper folding does not function after the machine recovers from Energy Saver mode. 4. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: 1. Supports the RW-3600 printer controller.
1.01.2	1st Mass production.

Reissued: 28-Jun-07

Model: Neptune-C2	Date: 31-May-07	No.: RB286008a
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Web System(Web Support)		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Web System(Web Support)**.

Version	Program No.	Effective Date
1.06	<i>B2865884C</i>	<i>June 2007 production</i>
1.05.3	B2865884B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.06	<p><i>Other change:</i></p> <p><i>1. New Lanier logo added to top frame of WeblmageMonitor.</i></p> <p><i>Symptom corrected:</i></p> <p><i>1. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118)</i></p> <p><i>2. Using WeblmageMonitor in the Safari browser, address book back-up files cannot be downloaded.</i></p> <p><i>3. WeblmageMonitor contained wording errors.</i></p> <p style="padding-left: 20px;"><i>– "RC Gate Firmware bijwerken" was shown as "RS Gate Firmware bijwerken" in Dutch.</i></p>
1.05.3	1st Mass production.

Model: Neptune-C2	Date: 31-May-07	No.: RB286009
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Subject: Firmware Release Note: WebUapl		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **WebUapl**.

Version	Program No.	Effective Date
1.09	B2865885B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.09	1st Mass production.

Reissued: 27-Aug-07

Model: Neptune-C2/P1	Date: 31-May-07	No.: RB286010a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Folder FD6500A(JABARA)		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Folder FD6500A (JABARA)**.

Version	Program No.	Effective Date
1.07	B8895230D	August 2007 production
1.06	B8895230C	1st Mass production.

Version	Modified Points or Symptom Corrected
1.07	<p>Symptom corrected:</p> <p>1. A folding jam occurs with A1T/140mm fold (the firmware uses 140mm for all folds).</p> <p>Other changes:</p> <p>2. The default values for the Adjustment of Margins in User Tools were changed as follows:</p> <p>NA: 1.0-1.5 inches --> 0.8-1.6 inches</p> <p>EU: 35-40mm --> 20-40mm</p> <p>Important: If the B889 folder unit is installed, to apply the above changes, use this firmware or later together with the following: N-C2 (B286/B289): Engine 1.07:14 or later N-P1 (G180): Engine P1.04:09 or later</p>
1.06	1st Mass production.

Model: Neptune-C2	Date: 31-May-07	No.: RB286011
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Subject: Firmware Release Note: animation		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **animation**.

Version	Program No.	Effective Date
1.3	B2865882A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.3	1st Mass production.

Model: Neptune-C2	Date: 28-Jun-07	No.: RB286012
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Subject: Firmware Release Note: Printer Controller RW-3600		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Printer Controller RW-3600**.

Version	Program No.	Effective Date
3.7	D3441231	1st Mass production.

Version	Modified Points or Symptom Corrected
3.7	1st Mass production.

Reissued: 3-Jun-08

Model: Neptune-C2	Date: 03-Jul-07	No.: RB286013a
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: GL2&TIFF-Filter		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the **GL2&TIFF-Filter**.

The following is the firmware upgrade procedure for the GL2&TIFF-Filter printer option (D3205193x).

Firmware upgrade procedure:

1. Turn OFF the main power switch.
2. Remove the SD card containing the "TIFF/GL Filter TypeW3600" from Slot 2.
3. Delete the folder "sdk" from the SD card.
4. Open the Release Note for the GL2&TIFF-Filter (firmware filename: D3205193x).
5. Open the file "D3205913x.zip".
6. Extract all files to the SD card.
7. Confirm that the directory in the SD card is as follows:
 sdk/
 67633408
 67633664
8. Insert the SD card into Slot 2.
9. Turn ON the main power switch.

Version	Program No.	Effective Date
1.1.2	<i>D3205913C</i>	<i>June 2008 production.</i>
1.0.7	D3205913B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.1.2	<i>Other changes: Supports "Forced print". For details, see RTB RB286005b.</i>
1.0.7	Firmware standardization with Model G180.
1.0.0	First mass production

Model: Neptune-C2

Date: 06-Jul-07

No.: RB286014

Subject: Vertical black and white lines

Prepared by: F.Noguchi

From: 2nd Tech Support Sec. Service Support Dept.

Classification:

☒ Troubleshooting☐ Part information☐ Action required☐ Mechanical☐ Electrical☐ Service manual revision☐ Paper path☐ Transmit/receive☐ Retrofit information☐ Product Safety☐ Other ()

SYMPTOM

Vertical black and white lines appear on the printout.

CAUSE

The machine is installed near a window, and direct sunlight gets into the CIS areas (inside the Scanner section).



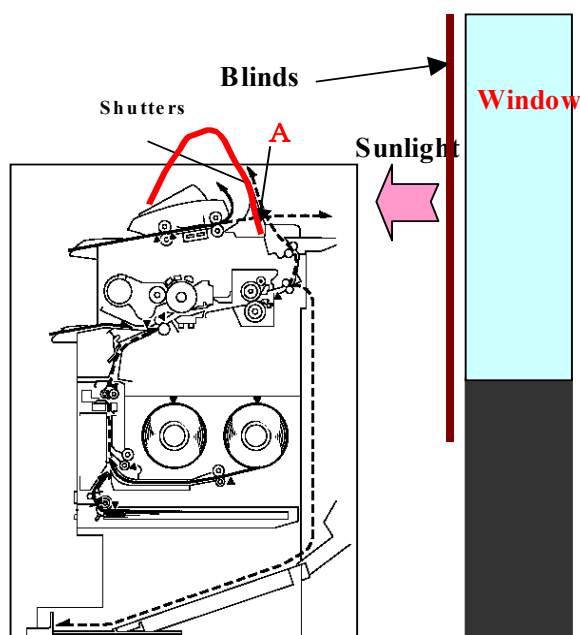
Model: Neptune-C2

Date: 06-Jul-07

No.: RB286014

SOLUTION

1. Do the following procedure if the symptom occurs:
 - 1) Close the window blinds in the room, or cover the upper paper exit area with 4 to 6 sheets of paper (A) 840 mm in width.
 - Note:** This is to make sure that no sunlight gets into the scanner unit.
 - 2) Turn the main power switch ON.
 - 3) Make one copy of an original.



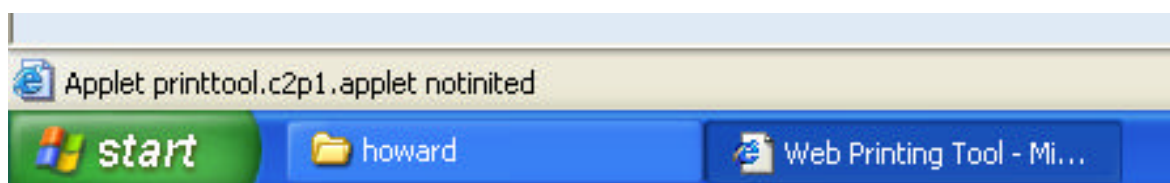
2. Keep the window blinds closed so that sunlight does not enter the scanner unit, **or** move the machine to an area away from all windows.

Model: Neptune-C2/P1		Date: 06-Sep-07	No.: RB286015
Subject: Error "Applet printtool.c2pl applet notinited"		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

"Applet printtool.c2pl applet notinited" (error message) is displayed if WebPrint is used together with Java 6 Update 2, Version 1.6.0_2.

Note: This does not occur if Java 6 Update 2, Version 1.6.0_1 or earlier is installed.



CAUSE

The default setting for "Temporary Internet Files" in the Java Control Panel was changed from Java 6 Update 2, Version 1.6.0_2.

SOLUTION

Change the "Temporary Internet Files" setting in the Java Control Panel.

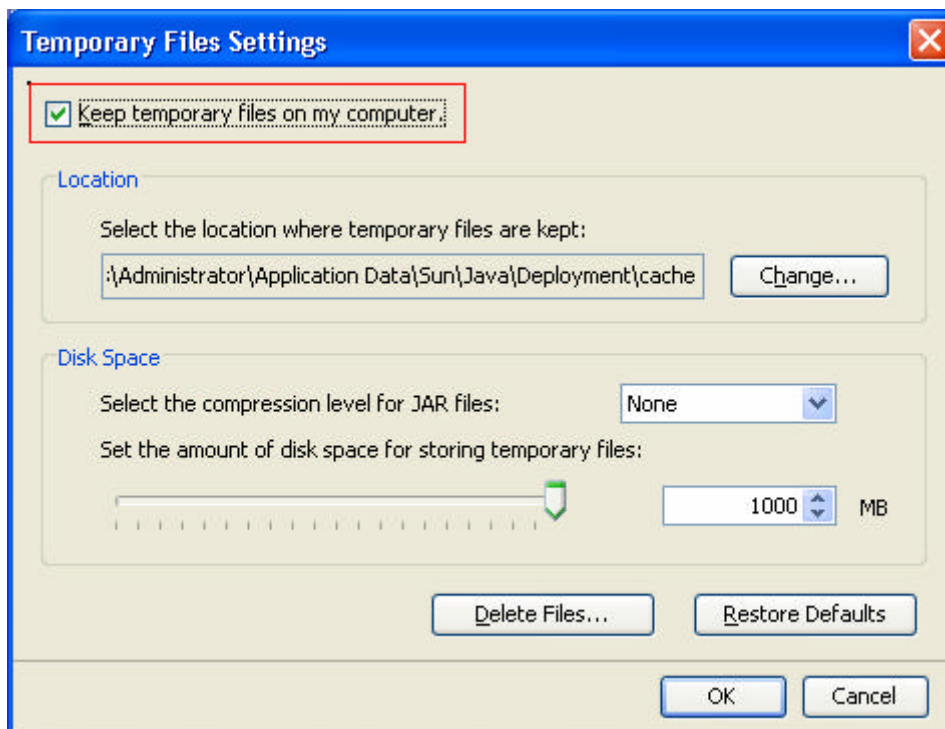
See the procedure below

Procedure

1. Access the Java Control Panel.
2. From the "General" Tab, click the "Settings" button for Temporary Internet Files.



3. Uncheck the box next to "Keep temporary files on my computer".
4. Click "OK".
5. Go back to the "General" tab and click "Apply".
6. Click "OK".

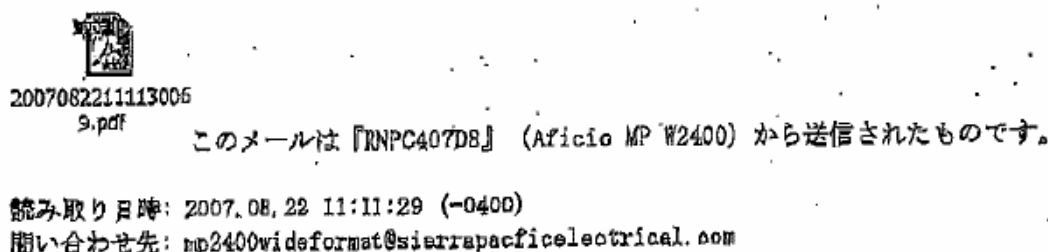


Model: Neptune-C2		Date: 06-Sep-07	No.: RB286016
Subject: Japanese characters message in scan to E-mail		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

When scanning to e-mail on the N-C2, the body message displays either Japanese characters or square boxes.

Note: The file attachment (scanned file) is not affected.



CAUSE

Scanner system limitation

SOLUTION

- **When newly installing the Scanner option:**

Do a memory clear for the Scanner option (**Sp5801-009**). Then, if the customer wishes to use a language other than English, change the email language setting in User Tools (see below).

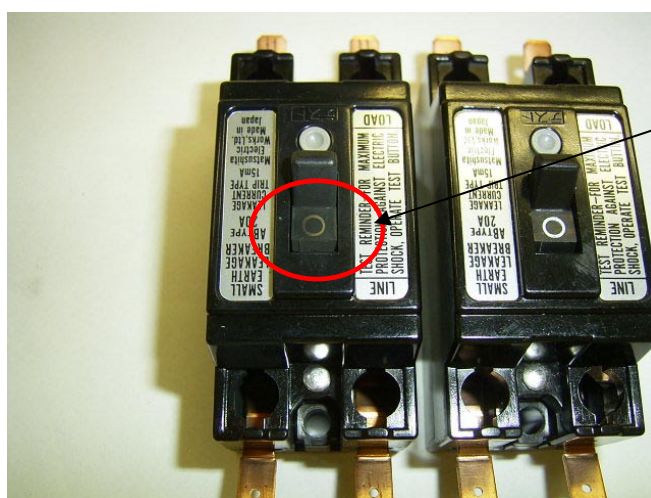
- **If the Scanner option is already installed:**

Set the email language in User Tools to the language that the customer wishes to use.
 Scanner Features → Send Settings → Email Info Language

Model: Neptune-C2		Date: 14-Sep-07	No.: RB286017
Subject: The machine does not power up.		Prepared by: F.noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other ()		

SYMPTOM

The machine does not power up when the main power switch is turned ON.



Damaged breaker

Normal breaker

CAUSE

The AC power source fluctuates to a level of 360V or higher, which damages the breaker.

SOLUTION

Replace the breaker.

Important: Never continue using a damaged breaker. Always replace it. If a damaged breaker is used, spikes in the AC power source can damage the PSU.

Note: To prevent any damage to the breaker from fluctuations in the AC power source, it is recommended to install a constant-voltage transformer (voltage stabilizer).

Model: Neptune-C2		Date: 21-Sep-07	No.: RB286018
Subject: Service Manual		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

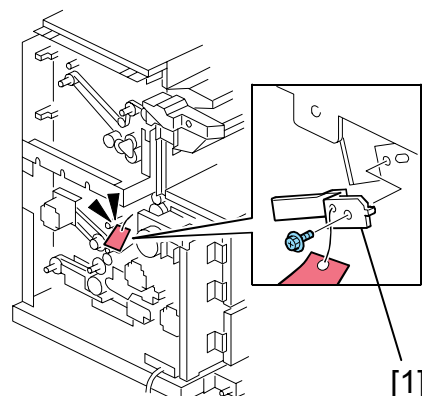
The Service Manuals were corrected as follows.

1. Installation

Folder Unit (B889)_ Folder Unit Installation_ Preparing the Main Machine and Folder Page 84

Step 15 has been added:

15. On the left side of machine, remove the shipping clamp [1] and red tag (screw x1).



Rear Stacker (D312)

Page 92 Correction

Incorrect:

The rear stacker is an optional device installed on the back of the **Folder Unit (B889)**.

Correct:

The rear stacker is an optional device installed on the back of the **Roll Feeder (B851/B852)**.

Manual Feeder (D333)

Page 94

Replace the installation procedure:

- Please refer to the new installation procedure in **Appendix 1**.

Installation of MFP Options_ Scanner Option Type W3600 (D321)**Page 108****Added “Important”:**

Important: The File Format Converter Type C (B609-04) is required in order to use the scanner option (D321).

Installation of MFP Options_ File Format Converter Type C (B609-04)**Page 109****Added:**

Important: The File Format Converter Type C (B609-04) is required in order to use the scanner option (D321).

2. Preventive Maintenance**PM Table_ Folder (B889)****Page 129 Correction****Incorrect:**

Folder FD/ **Manual Feeder (D889)**

Correct:

Folder FD (**B889**)

3. Replacement and Adjustment**Fusing_ Fusing Exit Sensor****Page 181 Correction****Incorrect:**

2. Remove fusing exit sensor [A] (**connector x1**, screw x1).

Correct:

2. Remove fusing exit sensor [A] (**White connector x1**, screw x1).

4. Troubleshooting

Fuses

Page 254: Replace the table with the following:

PCB.	No.	Area	Specification
PSU	CP101	120V	15A 125Vac/250V ac
		220~240V	8A 125Vac/250V ac
	FU001	120V	15A 125Vac
		220~240V	T6.3AH 250Vac
	FU002	120V, 220~240V	T2A 250Vac
	FU101	120V	T10AH 250Vac
		220~240V	T6.3AH 250Vac
	FU301	120V, 220~240V	T6.3AL 250Vac
	FU302		T6.3AL 250Vac
	FU303		T6.3AL 250Vac
RFDB	FU501	120V, 220~240V	T2A 250V
SFDB	FU601	120V, 220~240V	T1A/250V

MCU DIPSW**Page 268 Add the table:**

No.	Setting		
	NA	EU	CHN
0	OFF	ON	ON
1	ON	OFF	ON
2	OFF	OFF	OFF
3	OFF	OFF	OFF
4	OFF	OFF	OFF
5	OFF	OFF	OFF
6	OFF	OFF	OFF
7	OFF	OFF	OFF

6. Details**Electrical Components_ Overall Systems****Page 544 Correct the illustration.****Incorrect:**

CIS x 4

Correct:

CIS x 5

7. Specifications**Main Machine (B286/B289)****Page 559 Correction****Incorrect:**Original Image Size (W x L): Minimum: **210 x 182mm (8.5" x 7")****Correct:**Original Image Size (W x L): Minimum: **210 x 210mm (8.5" x 8.5")****Page 562 Added "File Format Converter (B609-04)" to the Optional Equipment.**

Model: Neptune-C2

Date: 21-Sep-07

No.: RB286018

Appendix 1

Manual Feeder (D333) New Installation Procedure

Before You Begin

The manual feeder is installed on top of the folder unit.

Safety

- CAUTION:**
- 1) The Manual Feeder D333 (hereafter "manual feeder") weighs 31 kg (68.2 lb.) and requires two service technicians to move it and install without bending or warping its shape.
 - 2) Before installing the manual feeder: 1) Switch off the main machine and folder unit, 2) Disconnect both the main machine and folder unit from the power source.
 - 3) Do not reconnect the main machine and switch it on until after the manual feeder has been installed.

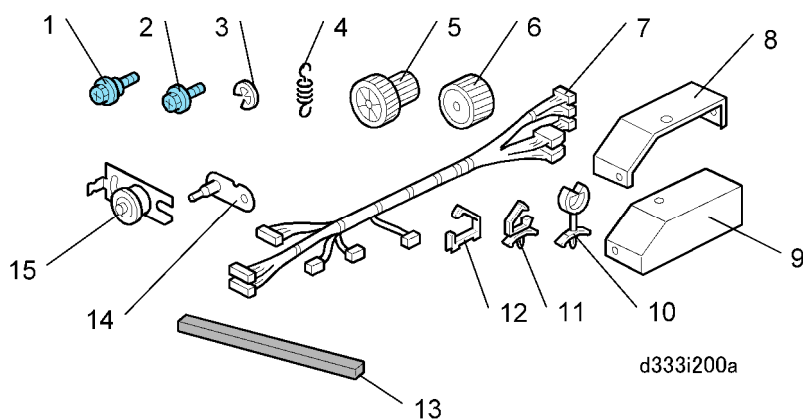
Location

The environmental specifications of the main machine apply to the manual feeder as well.

Accessories

Check the accessories and their quantities against the table below.

No.	Description	Qty
1	Shoulder Screw	1
2	Screw (M3 x 8)	7
3	E-ring	2
4	Spring	1
5	Timing Pulley/Gear	1
6	Gear	1
7	Harness	1
8	Left Cover	1
9	Right Cover	1
10	Circular Clamp	1
11	Clamps	3
12	Edge Clamps	2
13	Sponge Strips	2
14	Lock Plate	2
15	Tension Bracket	1

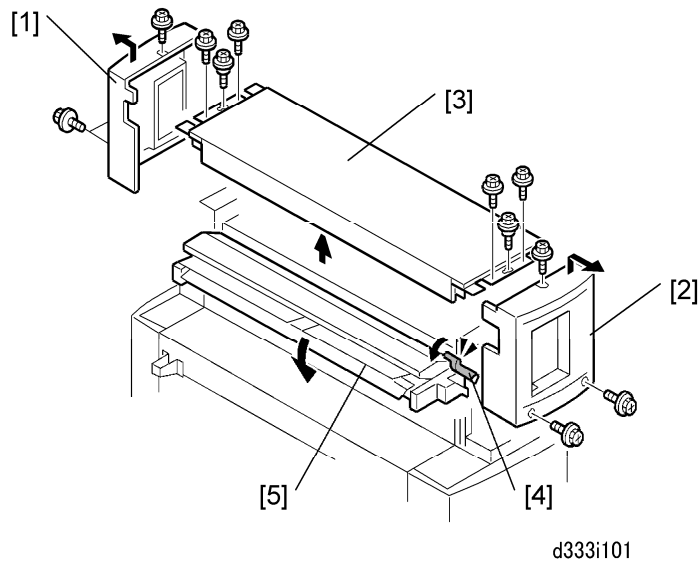


Manual Feeder Installation

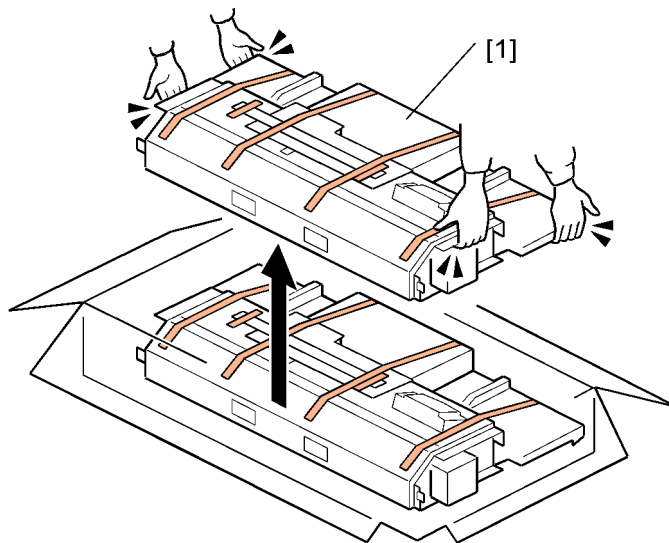
⚠ CAUTION

Confirm that the folder unit is switched off and disconnected from the power source before doing this procedure.

Mounting the Manual Feeder on the Folder Unit



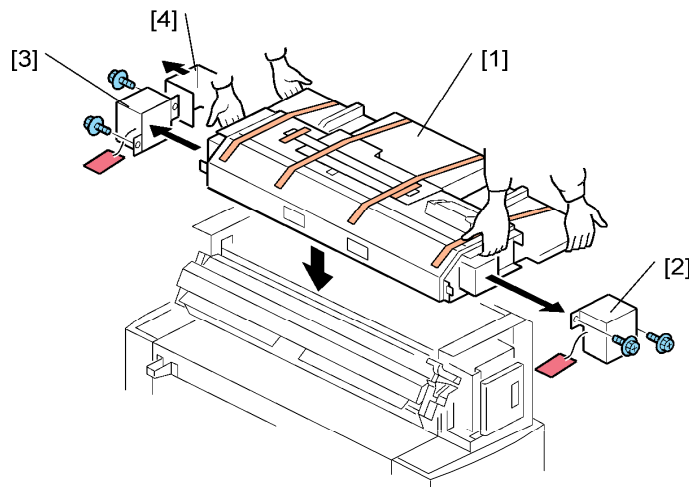
1. Remove:
 - [1] Left cover (⚙x3)
 - [2] Right cover (⚙x3)
 - [3] Top cover (⚙x6)
2. Push down the lever [4] and lower the cover [5].



d333i202

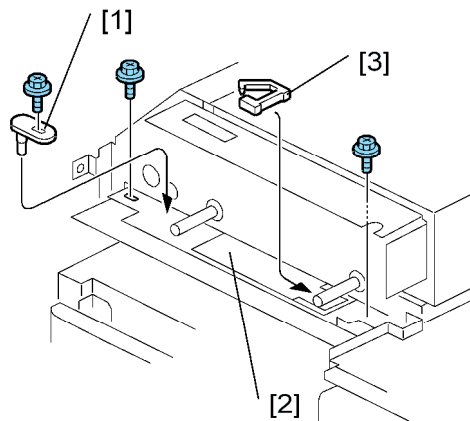
Important: To prevent bending warping the manual feeder, two people are required to lift the manual feeder as shown above and place it on the top of the folder unit.

3. Lift the manual feeder [1] out of the box.



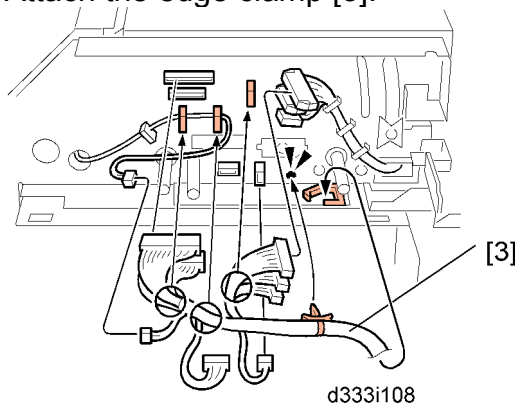
d333i203

4. Set the manual feeder [1] on top of the folder unit.
5. Remove all tapes.
6. Remove:
 - [2] Left shipping bracket and red tag (x2)
 - [3] Right shipping bracket and red tag (x2)
 - [4] Cardboard bracket

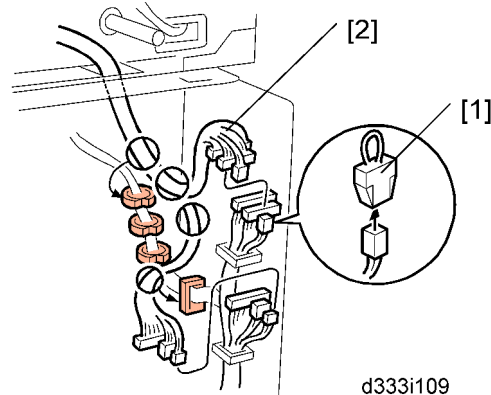
Right Side


d333i105

1. Attach and fasten lock pin [1] (⚙️x1).
2. Fasten the manual feeder [2] to the top of the folder unit (⚙️x2).
3. Attach the edge clamp [3].

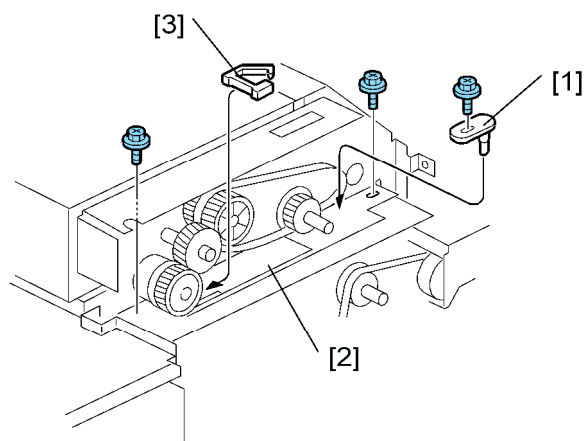


d333i108



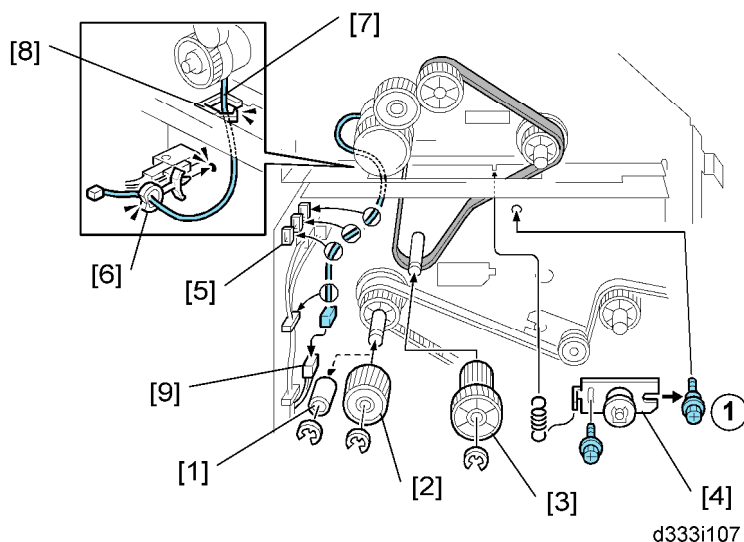
d333i109

4. Remove the short-circuit connector [1].
5. Route and attach the harness:
 - To the folder unit [2] (⚙️x6, ⚙️x3)
 - To the manual feeder [3] (⚙️x8, ⚙️x5)
6. Reattach the right cover of the folder unit.

Left Side


d333i106

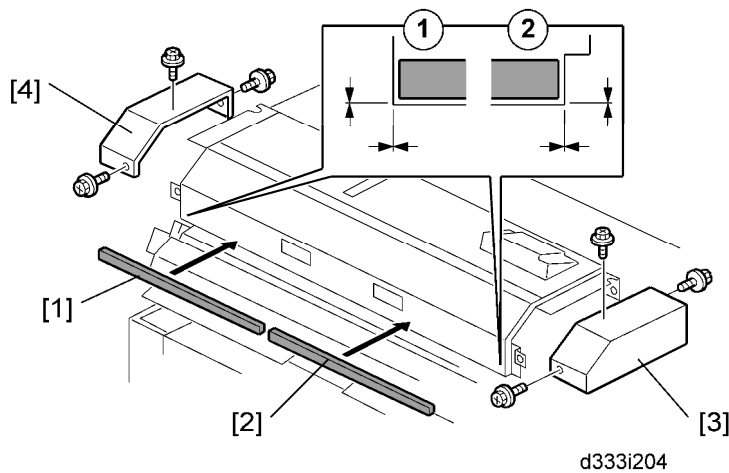
1. Attach and fasten lock pin [1] (⌘x1).
2. Fasten the manual feeder [2] to the top of the folder unit (⌘x2).
3. Attach the edge clamp [3].



d333i107

4. Route the timing belt as shown above.
5. Remove the bushing [1] (⊗ x1)
6. Attach
 - [2] Gear (⊗x1)
 - [3] Timing pulley/gear (⊗x1)
 - [4] Tension bracket (⌘x2, Spring x1) (Screw ① is a shoulder screw.)
 - [5] Clamps (⌘x3)
 - [6] Circular clamp (⌘x1)
7. Route the harness [7] through the edge clamp [8] and close it (⌘x1).
8. Connect the harness [9].
9. Route the harness through the clamps and close them.
10. Reattach the left cover of the folder unit.

Covers and Sponges



11. Attach:

- [1] Left sponge strip (peel tape from the back)
- [2] Right sponge strip (peel tape from the back)

Important:

Align the end of the left sponge strip as shown at ①.

Align the end of the right sponge strip as shown at ②.

12. Attach:

- [3] Left Cover (⌘x3)
- [4] Right Cover (⌘x3)

Power On

The folder unit must be switched on before the main machine.

1. Switch on the folder unit.
2. Switch on the main machine.

NOTE: The folder unit must be switched on first, so that the main machine will recognize the folder unit after the main machine is powered on and starts its initialization procedure. If the main machine is powered on before the folder unit, the folder will not operate because it has not been recognized by the main machine.

Model: Neptune-C2		Date: 2-Oct-07	No.: RB286019
Subject: Roll Feeder Type 240A is mis-detected as 240B		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

The Roll Feeder Type 240**A** (single roll) is mis-detected as the Roll Feeder Type 240**B** (double roll) when it is installed on the N-C2.

CAUSE

The Roll Feeder Type 240A installed does not support the N-C2, i.e. the roll feeder was produced before August 2006.

Note:

- Roll Feeders Type A and B were both modified to support the N-C2. However, there may be a small number of Type A roll feeders still in the field which were produced before the modification.
- The part numbers of the harnesses are as follows:

	Harness for Roll Feeder Type 240 A (B641/B851)	Harness for Roll Feeder Type 240 B (B642/B852)
From first production to July 2006 production	B6415765	B6415765
August 2006 production onward (Supports both the N-C1 and N-C2)	B8515785	B6415765

SOLUTION

If you install a Type A roll feeder that was produced before Aug 2006 on the N-C2:

- Replace the harness with one that supports the N-C1 and N-C2, OR
- Do the modification on the next page. This will make it possible to use the Type A Roll Feeder on the N-C2.

Model: Neptune-C2

Date: 2-Oct-07

No.: RB286019

Modification Procedure

By doing the following procedure, the N-C2 will detect the roll feeder as Type A.

IMPORTANT: DO NOT cut the line connected to CN220-**A11**. If you do, the machine will not be able to detect the roll feeder any more.

1. Cut the harness connected to CN220-**A12** (the **second** brown-colored line – **SEE THE PHOTO BELOW**).

Note: This cable runs from the roll feeder to the MCU board on the mainframe.

2. **Cover the exposed area** of the line (e.g. with vinyl tape).

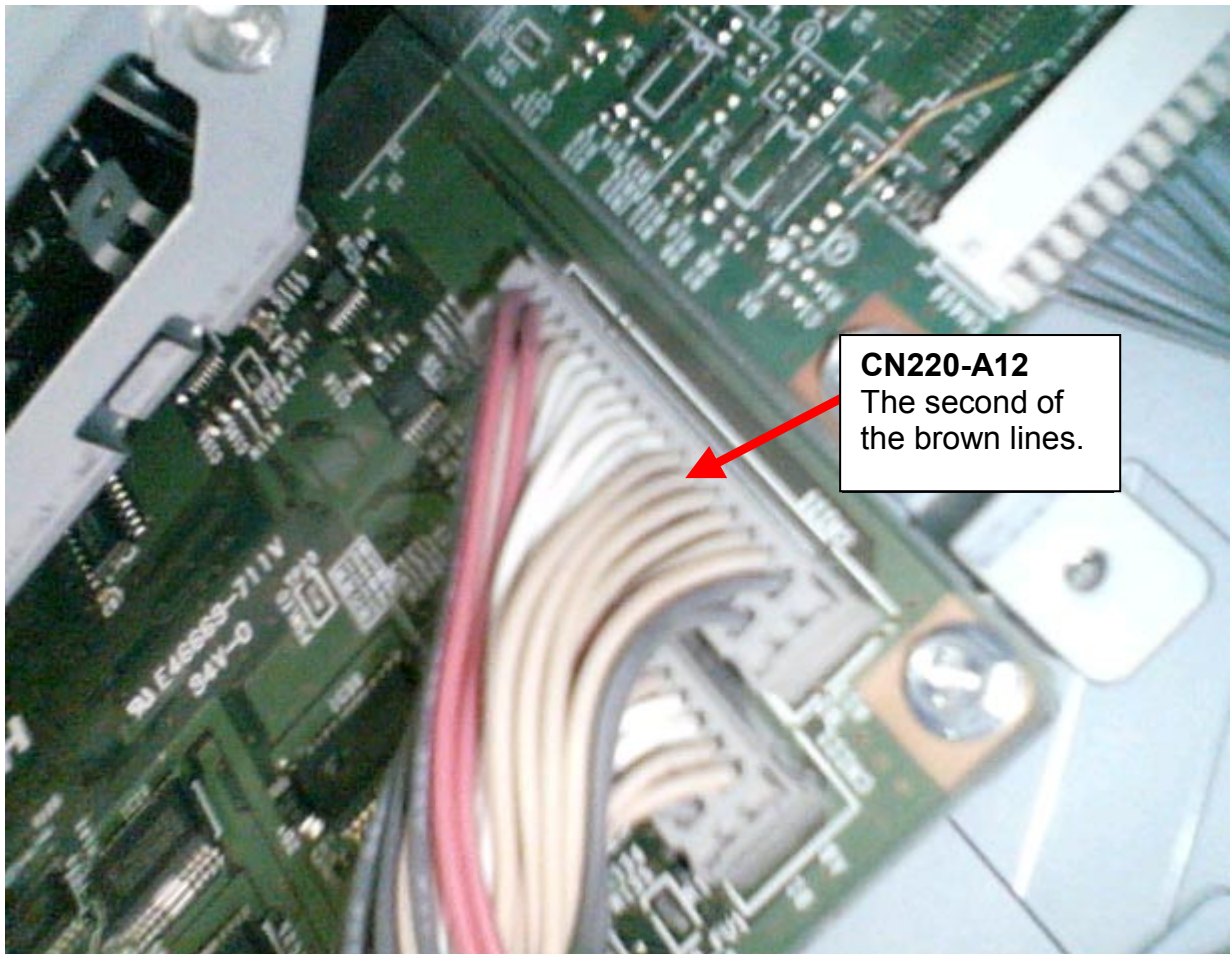
Important: This step is very important, because this line is the GND line.

Model: Neptune-C2

Date: 2-Oct-07

No.: RB286019

Photo: Before the modification (harness for 2-roll roll feeder).



Reissued: 06-Mar-08

Model: Neptune-C2	Date: 19-Oct-07	No.: RB286020a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Network DocBox		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the **Network DocBox**.

Version	Program No.	Effective Date
2.02	B2865886D	January 2008 production
2.01.2	B2865886C	1st Mass production.

Version	Modified Points or Symptom Corrected
2.02	<p>Symptom corrected:</p> <p>1. The stored files might not be able to be downloaded via WIM.</p> <p>Other changes:</p> <p>1. "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00" is now supported.</p> <p>For the details of this, please refer to the release notes for "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00".</p>
2.01.2	1st Mass production.

Reissued: 06-Dec-07

Model: Neptune-C2	Date: 28-Jun-07	No.: RB286012a
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RTB Reissue

Version 3.7.1(3.7.110) has been released.

Subject: Firmware Release Note: Printer Controller RW-3600		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (Firmware version up)	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the **Printer Controller RW-3600**.

Version	Program No.	Effective Date
3.7	D3441231	1st Mass production.
3.7.1(3.7.110)	D3448801	06-Dec-07

Version	Modified Points or Symptom Corrected
3.7.1(3.7.110)	<p>1. Major features added:</p> <p>1) Server side:</p> <ul style="list-style-type: none"> – Support for MS Vista 32Bit – Update to LibCAD2008 – Update Plotbase OLE to support ACAD up to ver.2008 <p>2) Client side:</p> <ul style="list-style-type: none"> – PC/HDI support MS Vista 64Bit – PC/HDI support ACAD up to ver.2008 – Help function for PC/WEB – WINPRINT driver signed by Microsoft <p>3) General:</p> <ul style="list-style-type: none"> – Canceled support of Win95, Win98, WinMe for all clients on standard product. – Update from elder versions is supported by update procedure as already known in elder versions. (Save jobs and settings => Uninstall old version => Install new version) – Support for Adobe PDF up to version 1.6 by Adobe engine. Note: Know limitations from Plotbase version3.7.1 also apply. <p>4) Resolved problems</p> <ul style="list-style-type: none"> – Scantools does not close multiple page PDFs properly after a scan job.

Reissued: 06-Dec-07

Model: Neptune-C2		Date: 28-Jun-07	No.: RB286012a
Version	Modified Points or Symptom Corrected		
	<p>2. Installation <i>The update procedure is guided as by an additional tab at setup launcher.</i> <i>The tab "Update previous version" appears if set up detects a previously installed version of RW-3600 PLOTBASE.</i></p> <p>3. Other <i>When Plotbase and AutoCAD2007SP2 are used together, even if it is a combination that is supported, "Not supported" is displayed. However, this has no effect on machine operations or functions.</i> <i>Recommendation: Please use Plotbase with AutoCAD2008.</i></p>		
3.7	1st Mass production.		

Reissued: 05-Mar-08

Model: Neptune-C2	Date: 31-May-07	No.: RB286007d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: System/Copy		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **System/Copy**.

Version	Program No.	Effective Date
1.04	<i>B2865881G</i>	<i>January 2008 production</i>
1.03.1	B2865881F	September 2007production
1.02	B2865881E	July 2007 production
1.01.2	B2865881D	1st Mass production.

Version	Modified Points or Symptom Corrected
1.04	<i>Other changes:</i> <i>When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".</i>
1.03.1	Symptom corrected: 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.03.1 or later) and NFA firmware (version 2.01.2 or later) need to be applied to fix this issue. 2. All pages of a PDF file are blank if created by scanning with the Custom Size setting.
1.02	Symptom corrected: 1. SC991 occurs when the SMC report is printed out. 2. Scanning is not disabled when one or more of the machine units is open. 3. Paper folding does not function after the machine recovers from Energy Saver mode. 4. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: 1. Supports the RW-3600 printer controller.
1.01.2	1st Mass production.

Reissued: 06-Mar-08

Model: Neptune-C2	Date: 31-May-07	No.: RB286008b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Web System(Web Support)		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Web System(Web Support)**.

Version	Program No.	Effective Date
1.07	<i>B2865884D</i>	<i>December 2007 production</i>
1.06	B2865884C	June 2007 production
1.05.3	B2865884B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.07	<i>Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".</i>
1.06	Other change: 1. New Lanier logo added to top frame of WebImageMonitor. Symptom corrected: 1. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) 2. Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded. 3. WebImageMonitor contained wording errors. – "RC Gate Firmware bijwerken" was shown as "RS Gate Firmware bijwerken" in Dutch.
1.05.3	1st Mass production.

Model: General		Date: 12-Mar-08	No.: RGene027
Subject: New Wireless LAN Option		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Important Information on the Release of a New Wireless LAN Option

Overview

1. Production of a new wireless LAN option, the **IEEE 802.11b Interface Unit Type N**, began in March 2008. This will replace the current wireless LAN options listed below, as the vendor discontinued production on a key part contained in these options.
2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

Details

1. Discontinued wireless LAN options:

for US

Code	EDP	Description	Note
B736-06	412176	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-01	402345	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-08	403019	802.11b Interface Unit Type F	change from EDP:402345
G813-04	402378	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-07	403018	IEEE802.11b Interface Unit Type H	change from EDP:402378
G874-39	402631	IEEE802.11b Interface Unit Type I	discontinued in 1st 2007 due to country origin issue
G874-48	403017	IEEE802.11b Interface Unit Type I	change from EDP:402631

for EU and Asia

Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-10	403020	802.11b Interface Unit Type F	change from EDP:402358
G813-05	402379	IEEE802.11b Interface Unit Type H	discontinued in 1st 2006 due to RoHS
G813-45	412996	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-09	414421	IEEE802.11b Interface Unit Type H	change from EDP:412996

2. Specifications of the new wireless LAN option:



Print_B7367059.pc

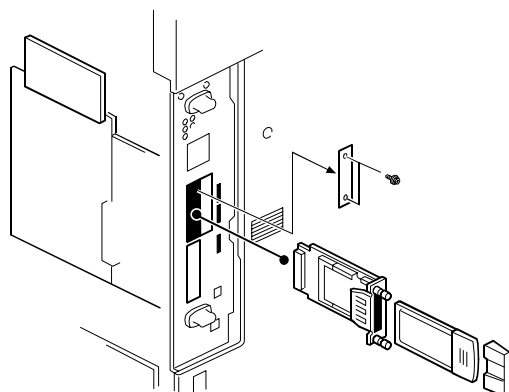
Specification Sheet:

Model Name: IEEE 802.11b Interface Unit Type N
 Machine code: B736-16
 EDP code: 414525
 Package: All-in-one (PCB, LAN card, and cover are pre-assembled)
 Channel freq. range: 2412 MHz to 2462 MHz (11ch.)
 Transmission speed: 1Mbps, 2Mbps, 5.5 Mbps, 11Mbps

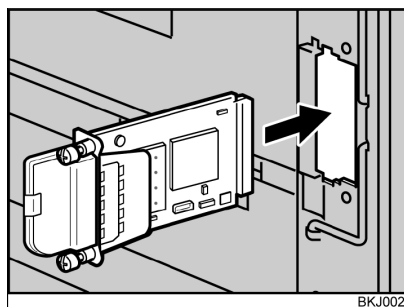
Model: General

Date: 12-Mar-08

No.: RGene027



Previous types:
PCB, LAN card, and cover are
separate



New Type (IEEE802.11b
Interface Unit Type N):
Pre-assembled

Action in the Field

1. MFP Models

Update the firmware on the target MFP models to the necessary versions at the installation.

See “Target Models” below.

2. LP Models

Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative.

See “Target Models” below.

Notice to users (excerpt on next page):



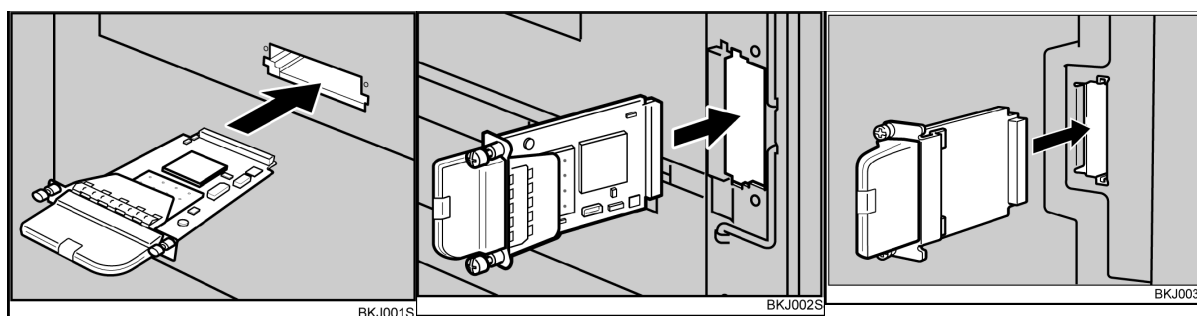
print_B7367058.pdf

Excerpt from the Operating Instructions for LP models
Installing the Optional Wireless LAN Interface Unit
Important:

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
 - Do not subject the wireless LAN interface unit to physical shocks.
1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
 2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.
The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

For details about the location of the interface unit slot, see the manual provided with your printer.

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot.

Slot types vary according to device. For details, see the manual provided with your printer.

4. Fasten the wireless LAN interface unit to the controller board with the two screws.
Check the wireless LAN interface unit is connected firmly to be controller board.

Note

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.
- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

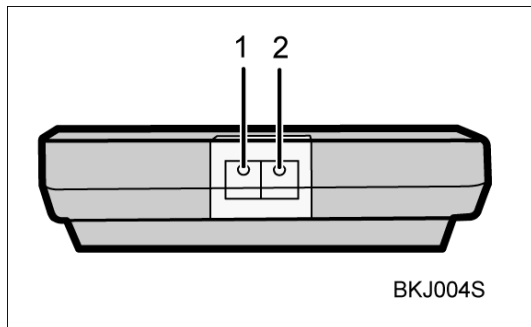
Model: General

Date: 12-Mar-08

No.: RGene027

Checking the Connection

To check the connection, use the two lights on the optional wireless LAN interface unit.



1. The orange light indicates normal network connectivity.
2. The green light indicates that the optional wireless LAN interface unit is properly powered.

If both lights are lit, the wireless connection is fully operational.

Reissued: 10-Jun-08

Model: General	Date: 12-Mar-08	No.: RGene027b
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Target Models

MFP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Athena-C1/C1k	1.68	5.17	1.12	2008 February
02.	Apollon-C1	1.67	5.17	1.09	2008 February
03.	Pegasus-C1	1.31	5.17	1.08	2008 March
04.	Kir-C3(GW)	1.08	6.14	1.07	2008 March
05.	Stella-C3(GW)	1.05	6.14	1.06	2008 March
06.	Parisian-C1(GW)	1.02	6.14	1.03	2008 March
07.	Neptune-C2	(2.00)	(6.10)	(1.08)	2008 May
08.	Martini-C3.5	3.01	5.56	2.03	2008 April

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

LP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Gaia-P2	1.12	6.05.7	1.07	2008 April
02.	Gaia-P2L	1.01	6.05.7	1.07	2008 April
03.	Apollon-P1d	1.07	6.05.7	1.03	2008 March
04.	Adonis-P4	1.08	6.05.7	1.05	2008 April
05.	Martini-P2	1.10	6.05.7	1.02	2008 April
06.	Sincere-P1	1.08*	6.10	1.03	2008 February
07.	Neptune-P1	1.02	6.10	1.03	2008 May

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
Kir-P4, Ares-P2, Jupiter-P4
- *: The notice to customers for Sincere -P1 mentions "version 1.07" for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.

Reissued: 18-Mar-08

Model: Neptune-C2	Date: 31-May-07	No.: RB286004b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: NIB		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

 This RTB has been issued to announce the firmware release information for the **NIB**.

Version	Program No.	Effective Date
6.10.1	B2865883F	March 2008 production
6.05	B2865883D	June 2007 production
6.03	B2865883C	1st Mass production.

Version	Modified Points or Symptom Corrected
6.10.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>The performance of WIM might be reduced if SSDP is enabled on the device.</i> <i>LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)</i> <i>The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped.</i> <i>Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.</i> <i>An SSL2.0 client code fails to properly check for NULL (CVE-2006-4343). (TechMail#OTS-2008-185)</i> <i>Multiple RSA implementations fail to properly handle signatures (CVE-2006-4339). (TechMail#OTS-2008-276)</i> <i>The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA.</i> <i>If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:</i> <ul style="list-style-type: none"> <i>The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel.</i> <i>The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.</i> <i>The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.</i> <p>Other changes:</p> <ol style="list-style-type: none"> <i>The new WLAN card is now available. (TechMail#OTS-2008-543)</i> Note: To use this new card, System firmware (version 2.00 or later), Websys

Reissued: 18-Mar-08

Model: Neptune-C2		Date: 31-May-07	No.: RB286004b
Version	Modified Points or Symptom Corrected		
	<i>firmware (version 1.08 or later) and NCS firmware (version 6.10.1 or later) needs to be applied to the device.</i>		
6.05	Symptom corrected: 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour). 2. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 3. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)		
6.03	1st Mass production.		

Reissued: 18-Mar-08

Model: Neptune-C2	Date: 31-May-07	No.: RB286007e
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: System/Copy		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **System/Copy**.

Version	Program No.	Effective Date
2.00	<i>B2865881H</i>	<i>March 2008 production</i>
1.04	B2865881G	January 2008 production
1.03.1	B2865881F	September 2007production
1.02	B2865881E	July 2007 production
1.01.2	B2865881D	1st Mass production.

Version	Modified Points or Symptom Corrected
2.00	<i>Symptom corrected:</i> <i>1. IPv6 Type 0 Route Headers allow the sender to control routing (CVE-2007-2242). (TechMail#TS080184)</i> <i>Other changes:</i> <i>1. The new WLAN card is now available. (TechMail#OTS-2008-543)</i> <i>Note: To use this new card, System firmware (version 2.00 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 6.10.1 or later) needs to be applied to the device.</i>
1.04	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.03.1	Symptom corrected: 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.03.1 or later) and NFA firmware (version 2.01.2 or later) need to be applied to fix this issue. 2. All pages of a PDF file are blank if created by scanning with the Custom Size setting.

Reissued: 18-Mar-08

Model: Neptune-C2		Date: 31-May-07	No.: RB286007e
Version	Modified Points or Symptom Corrected		
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none">1. SC991 occurs when the SMC report is printed out.2. Scanning is not disabled when one or more of the machine units is open.3. Paper folding does not function after the machine recovers from Energy Saver mode.4. Login User Names containing spaces that were input from the operation panel will not be saved. <p>Other changes:</p> <ol style="list-style-type: none">1. Supports the RW-3600 printer controller.		
1.01.2	1st Mass production.		

Reissued: 18-Mar-08

Model: Neptune-C2	Date: 31-May-07	No.: RB286008c
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Web System(Web Support)		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Web System(Web Support)**.

Version	Program No.	Effective Date
1.08	<i>B2865884E</i>	<i>March 2008 production</i>
1.07	B2865884D	December 2007 production
1.06	B2865884C	June 2007 production
1.05.3	B2865884B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.08	<i>Other changes:</i> <i>1. The new WLAN card is now available. (TechMail#OTS-2008-543)</i> <i>Note: To use this new card, System firmware (version 2.00 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 6.10.1 or later) needs to be applied to the device.</i>
1.07	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.06	Other change: 1. New Lanier logo added to top frame of WebImageMonitor. Symptom corrected: 1. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) 2. Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded. 3. WebImageMonitor contained wording errors. – "RC Gate Firmware bijwerken" was shown as "RS Gate Firmware bijwerken" in Dutch.
1.05.3	1st Mass production.

Model: Neptune-C2		Date: 03-Apr-08	No.: RB286021
Subject: Kernel Driver v1.0.2.21 for RW3600		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Symptom corrected:

1. Poor fusing when printing from the RW480 printer controller onto tracing paper.

IMPORTANT: To apply the changes in this kernel driver (v1.0.2.21), you need to update Printer Controller RW3600 to v3.7.1.

2. It is not possible to print or scan using the Ratio controller when an SDK application is installed. (FPR: ED07050002)

How to update the kernel driver:

Windows 2000/XP:

Follow the instructions (“**How to update a kernel driver over an already installed kernel driver**”).

Windows Vista:

Do the following procedure, and then follow the instructions (“**How to update a kernel driver over an already installed kernel driver**”).

- 1) Access the Windows Control Panel, and then open the Device Manager.
- 2) Open the User Account Control dialog, and then press "**Continue**".
- 3) Select "**RATIO D4.0 Board**", which is listed directly under "Multifunction Adapters."

Model: Neptune-C2

Date: 03-Apr-08

No.: RB286021

How to update kernel driver over an already installed kernel driver”

This document describes how to update a kernel driver for a controller, if such a kernel driver is already installed.

Step 0:

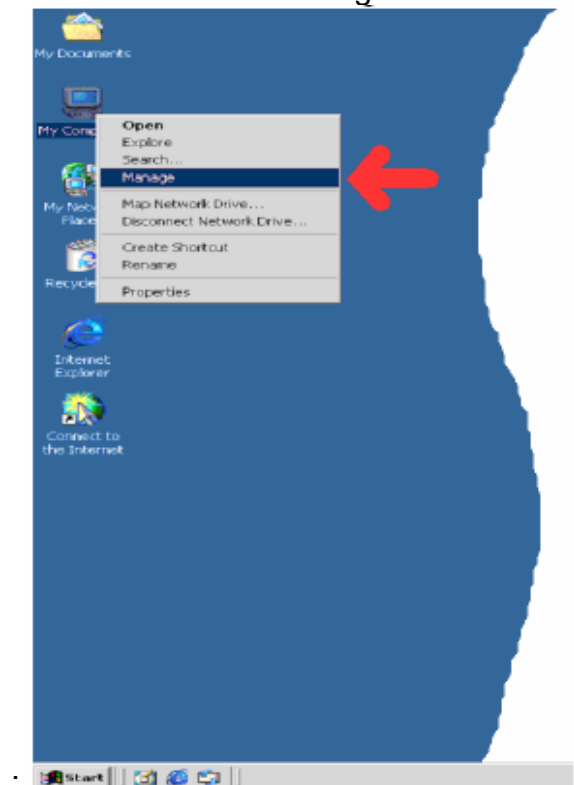
Preparation:

Start/Boot your PC as usual.

Make sure you have administrative rights.

Step 1:

Start the device manager as follows:

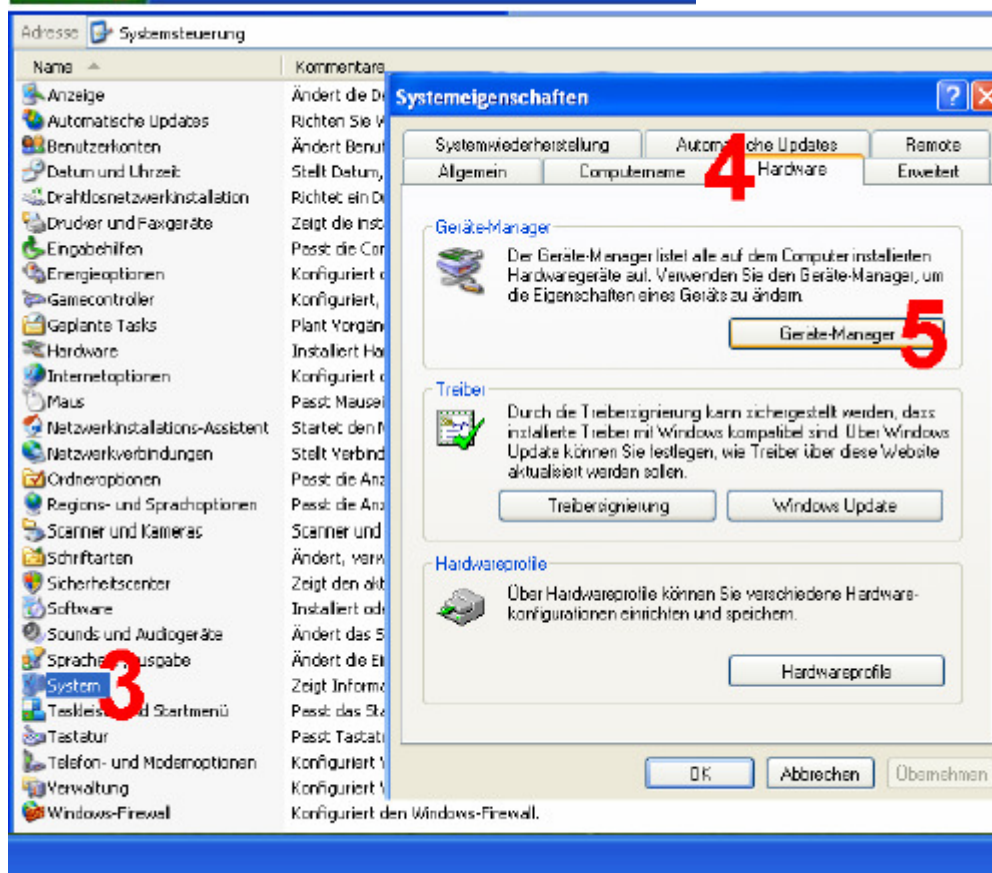


Model: Neptune-C2

Date: 03-Apr-08

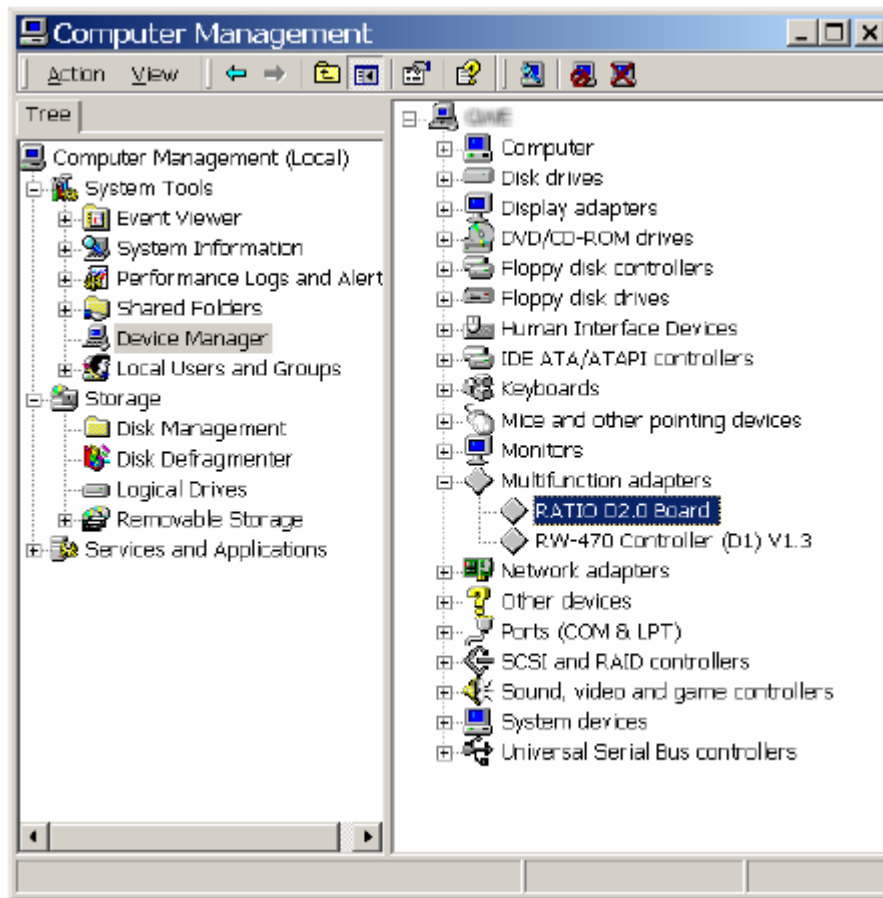
No.: RB286021

Or as follows:



Step 2:

Open the properties of the appropriate device by double-clicking the highlighted item in the left list.



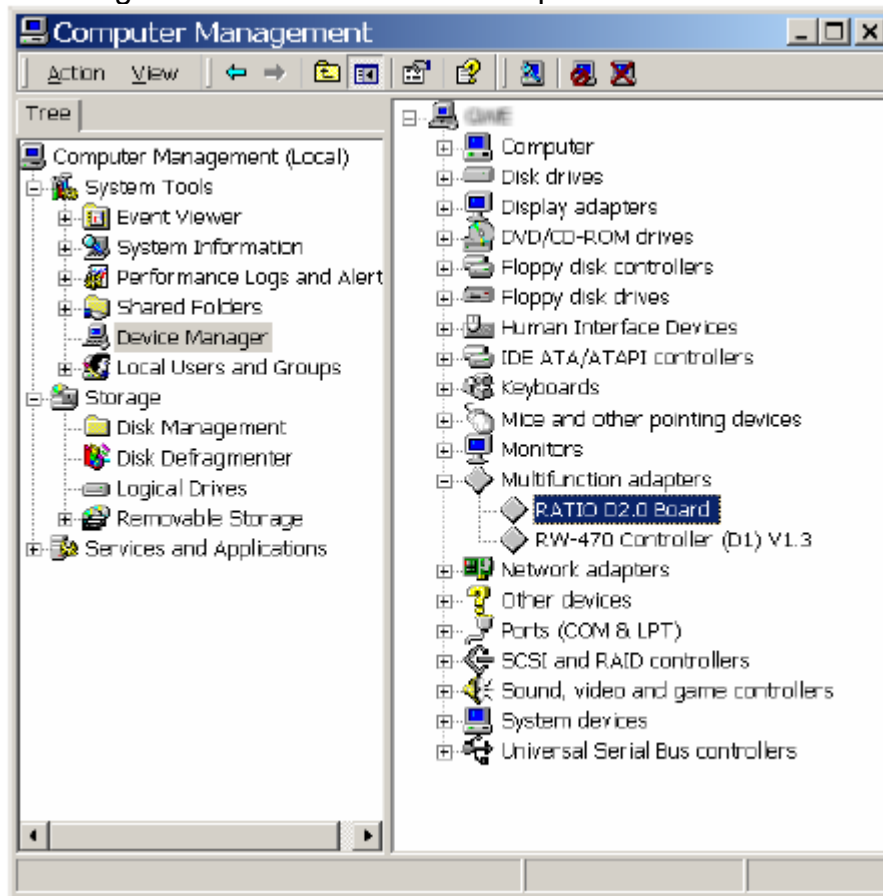
Model: Neptune-C2

Date: 03-Apr-08

No.: RB286021

Step 3:

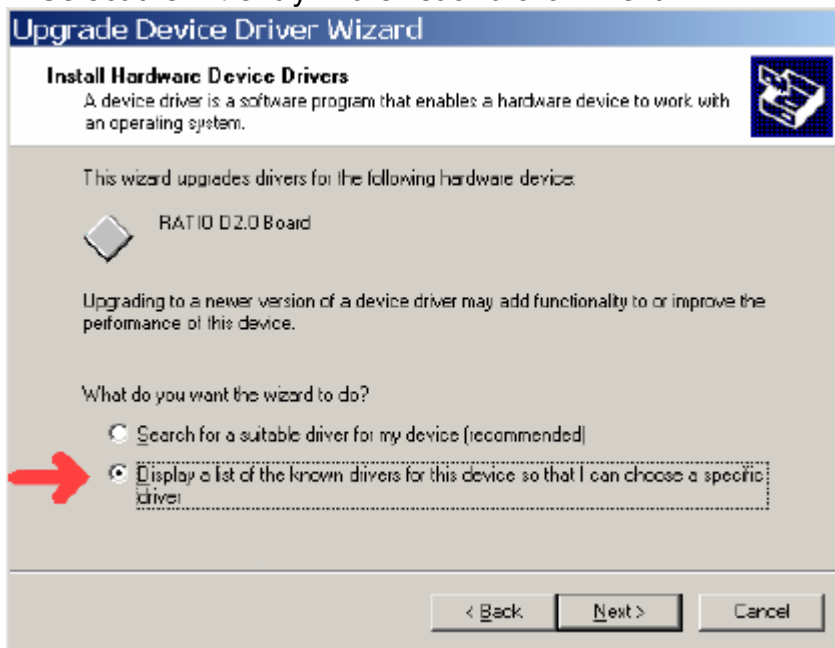
Change to the tab "Driver". Click "Update Driver..."



Step 4:

The driver wizard opens. Click "Next"

Select the 2nd entry in the list and click "Next".



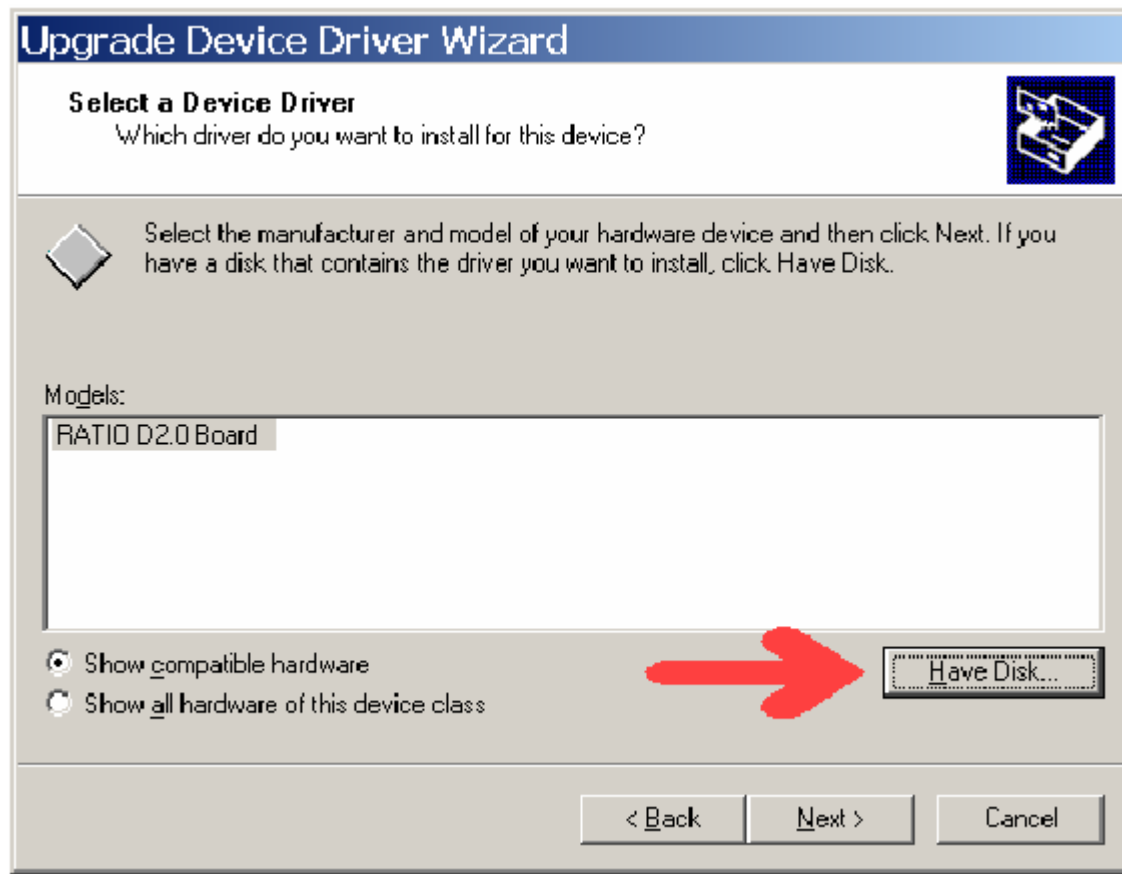
Model: Neptune-C2

Date: 03-Apr-08

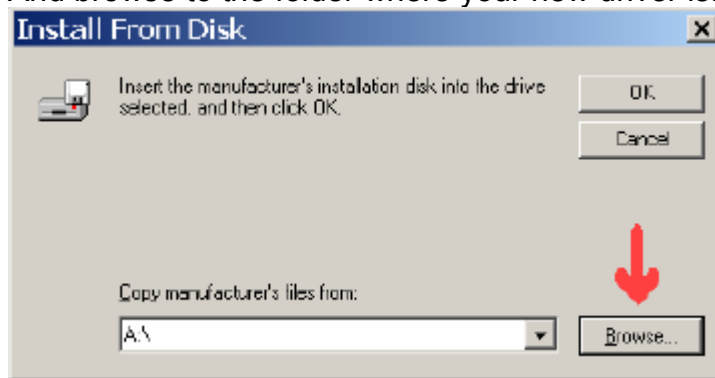
No.: RB286021

Step 5:

Click "Have Disk".

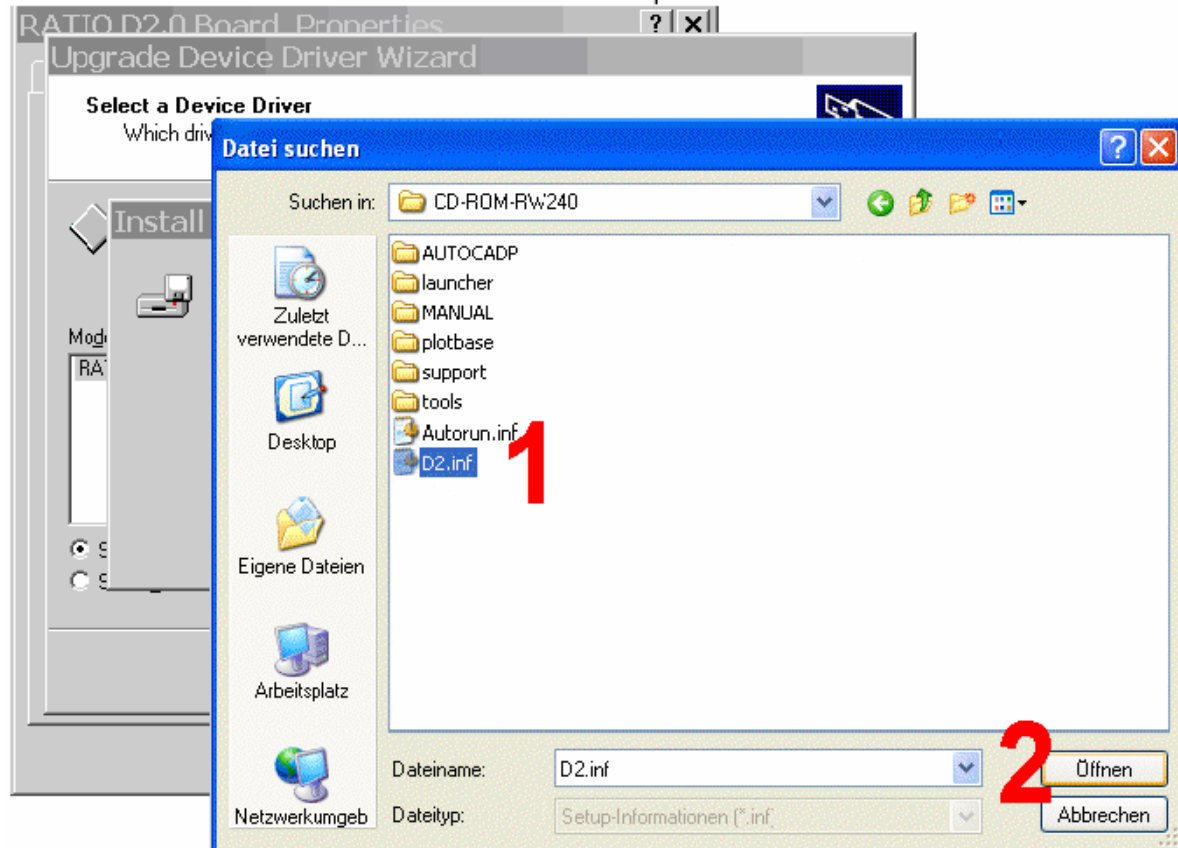


And browse to the folder where your new driver is.



Model: Neptune-C2
Date: 03-Apr-08
No.: RB286021
Step 6:

Select the correct INF-File and continue with "Open".



Model: Neptune-C2

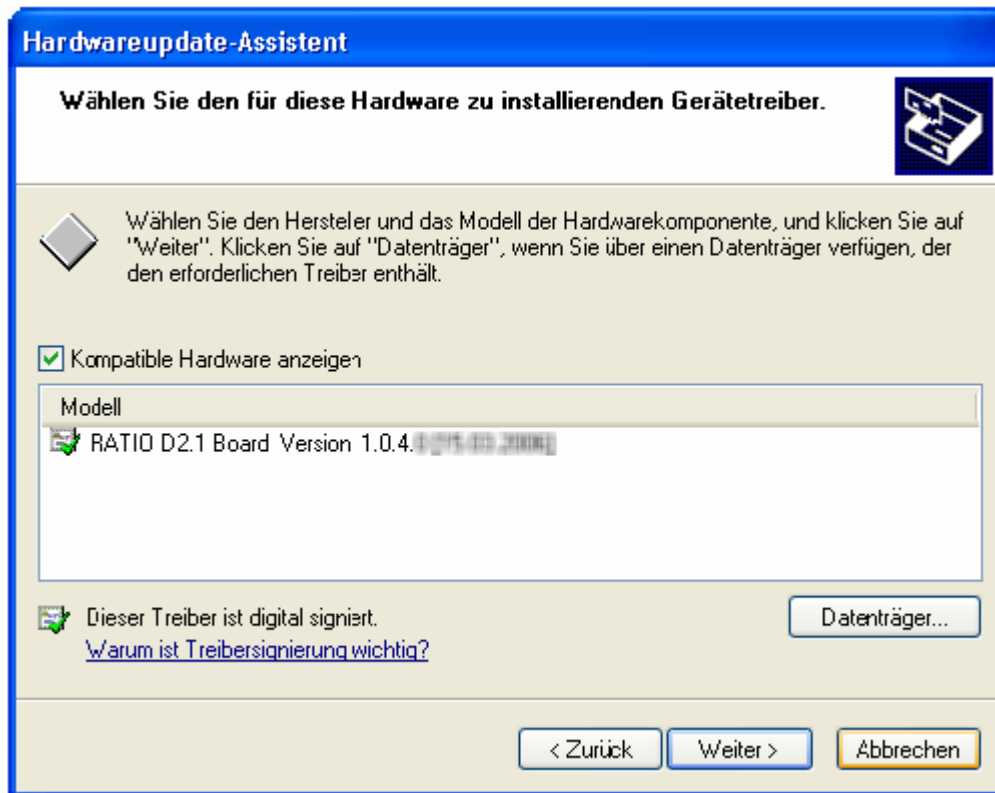
Date: 03-Apr-08

No.: RB286021

Step 7:

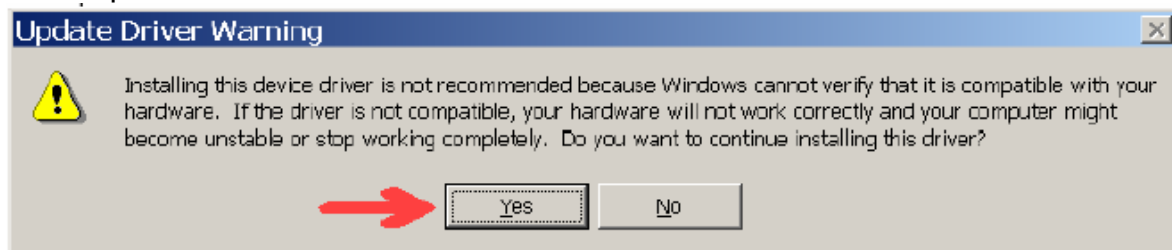
Continue with "OK".

Select the correct hardware device and click "Next".



Step 8:

Accept the new driver with "Yes".



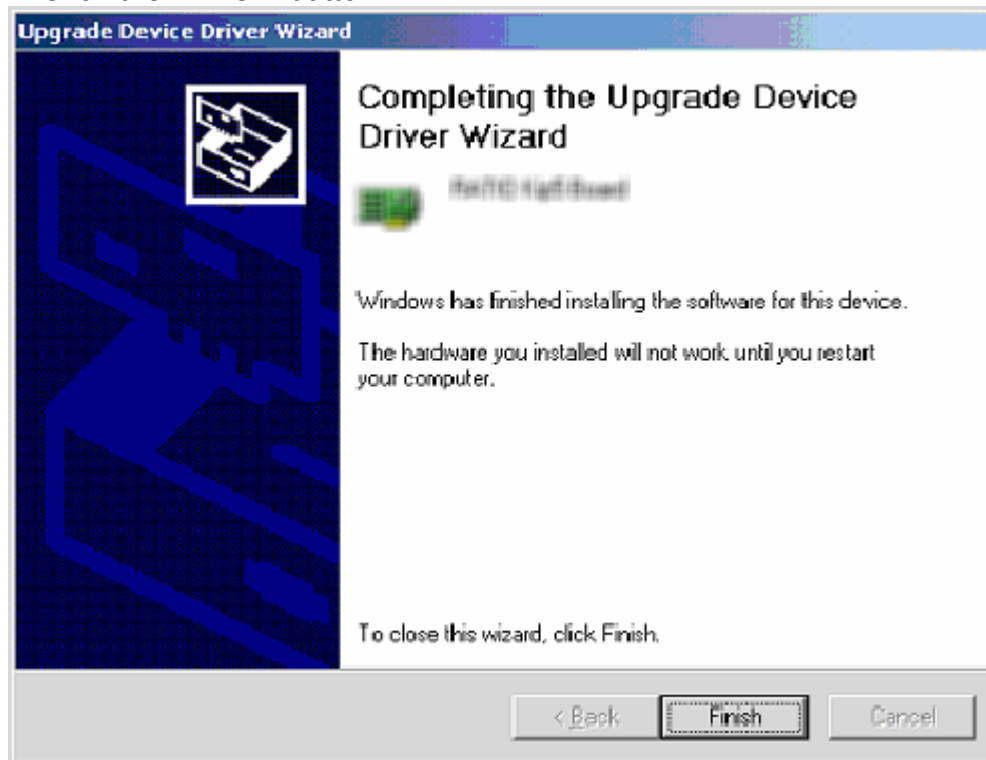
Model: Neptune-C2

Date: 03-Apr-08

No.: RB286021

Step 9:

Click the "Finish" button.

**Step 10:**

Restart your computer.

You can then check in the device manager again, to see if the new driver is loaded.

Reissued: 3-June-08

Model: Neptune-C2	Date: 31-May-07	No.: RB286005b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Printer		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Printer**.

Version	Program No.	Effective Date
<i>2.0.1</i>	<i>D3205911C</i>	<i>June 2008 production</i>
1.04	D3205911B	December 2007 production
1.00.1	D3205911A	1st Mass production.

Version	Modified Points or Symptom Corrected
<i>2.0.1</i>	<i>Other changes: Supports "Forced print". For details, see attached pages.</i>
1.04	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00.1	1st Mass production.

Reissued: 3-June-08

Model: Neptune-C2	Date: 31-May-07	No.: RB286005b
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Forced Printing (ver.2.0.1)

The firmware was modified to meet the request for forced printing:

Old specifications (pre-modification):

The machine does not print the image if the original size does not match the paper size (to minimize printing errors).

e.g.,

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image cannot be printed
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel). Please see the attached procedure for how to avoid the size mismatch even with the old firmware.

New specifications (post-modification):

If one of the roll trays is selected (Tray 1 or 2), the image will be printed out even if the original size and paper size do not match.

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image is printed ("forced printing")
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel).

Modification procedure:

The following steps will force the machine to print out the image in cases where the original/paper size do not match, effectively enabling the "forced print" feature of the modified firmware. However before doing so, **please make sure to explain the limitations described below to the customer.**

1. Update the firmware
2. Change the setting of the Printer SP: BitSW No. 6-0 to a value of "1" to enable Forced Print.

Limitations:

1. If you are storing the image to the HDD in addition to printing it out, the page width will be equal to the width of the roll paper in the selected tray.
2. Regardless of the size or final printing orientation of the original image, the paper size logged in the job log and counted up in the machine counters is the actual size of the paper used to print the image.
3. When using forced print together with folding functions, in some cases, the relationship between the folds and the image (number of folds in the paper, orientation of the image, etc.) may not be what the customer intended. This is because the original image is being printed onto paper of a different size, and/or the image is being rotated.
4. With PDF Direct Print, the driver will search for a roll tray first. If a roll tray is found that contains paper of the same size as the original, the paper will be fed from that tray. However if a match is not found, the Priority Tray will be used.
5. The only PS driver supported is the Ricoh original PS driver.

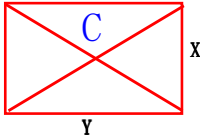
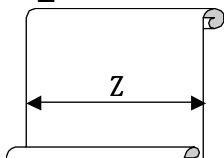
Reissued: 3-June-08

Model: Neptune-C2

Date: 31-May-07

No.: RB286005b

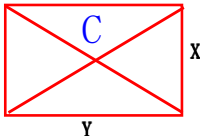
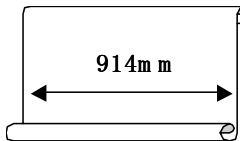
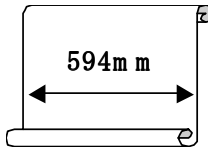
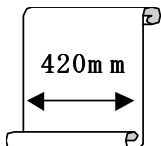
Specific example:

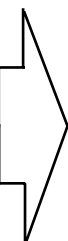
Original	TRAY
$X > Y$ 	Roll paper width = Z 

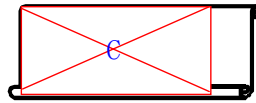
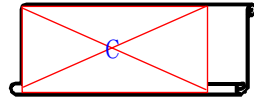
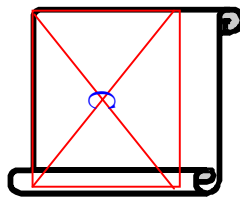
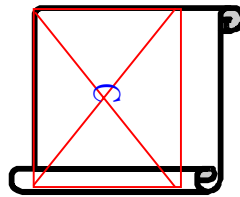
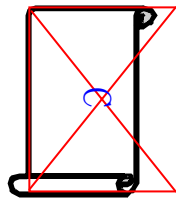
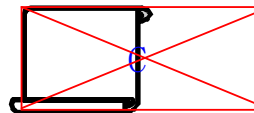


Size Condition	RPCS driver	PS driver
$Z > Y$	No Rotation (Image is not cropped)	
$Y > Z$ $Z > X$	Rotation (Image is not cropped)	
$Y > Z$ $X > Z$	Rotation (Image is cropped)	No Rotation (Image is cropped)

Example

Original	TRAY
$X=600\text{mm}$ $Y=800\text{mm}$ 	TRAY 1  Roll paper width: 914 mm
	TRAY 2  Roll paper width: 594 mm
	TRAY 3  Roll paper width: 420 mm



Source Tray	RPCS driver	PS driver
TRAY 1	No Rotation (Image is not cropped)  Roll paper width: 914 mm	No Rotation (Image is not cropped)  Roll paper width: 914 mm
TRAY 2	No Rotation (Image is not cropped)  Roll paper width: 594 mm	No Rotation (Image is not cropped)  Roll paper width: 594 mm
	No Rotation (Image is cropped)  Roll paper width: 420 mm	No Rotation (Image is cropped)  Roll paper width: 420 mm

Model: Neptune-C2		Date: 9-Jul-08	No.: RB286022
Subject: Service Manual Correction		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Service Manual: The installation section for the **Data Overwrite Security Unit Type D (B735-18)** was corrected as follows:

1. P120: Installation Procedure

The part **in bold** was corrected.

13. Check the diagnostic report.

- Under [ROM NO./Firmware Version] you should see "B7355060/0.03 displayed for "HDD Format Option".
- Under [Loading Program] you should see "**GW2a**_zoffy: B7355060/0.03".

2. P120: Check Operation of the DOS Application

The illustration was replaced with the following:



Reissued: 7-Oct-08

Model: Neptune-C2

Date: 06-Jul-07

No.: RB286014a

RTB Reissue

The items in ***bold italics>*** were added.

Subject: Vertical black and white lines		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

Vertical black and white lines appear on the printout.

CAUSE

The machine is installed near a window, and the direct sunlight gets into the CIS areas (inside the Scanner section).



Reissued: 7-Oct-08

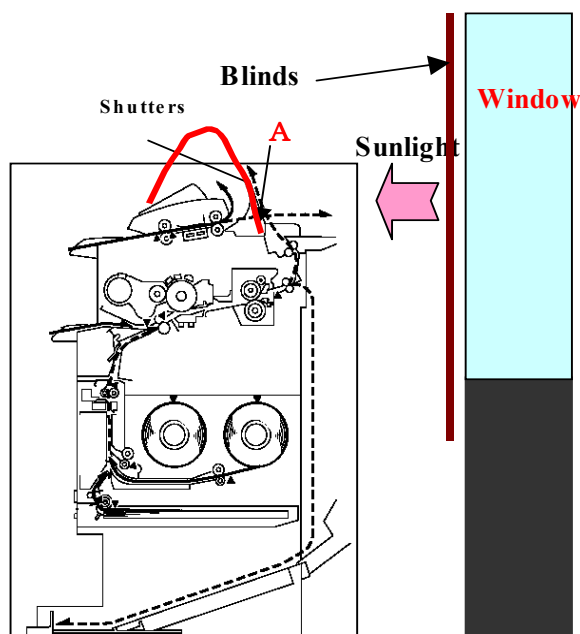
Model: Neptune-C2

Date: 06-Jul-07

No.: RB286014a

SOLUTION

1. Do the following procedure if the symptom occurs:
 - 1) Close the window blinds in the room, or cover the upper paper exit area with 4-6 sheets of paper (A) that is 840mm in width.
Note: This is to make sure that no sunlight gets into the Scanner unit.
 - 2) Turn the main power switch ON.
 - 3) Make one copy of an original.



2. Keep the window blinds closed so that sunlight does not enter the Scanner unit, **or** move the machine to an area away from all windows.

Reissued: 7-Oct-08

Model: Neptune-C2

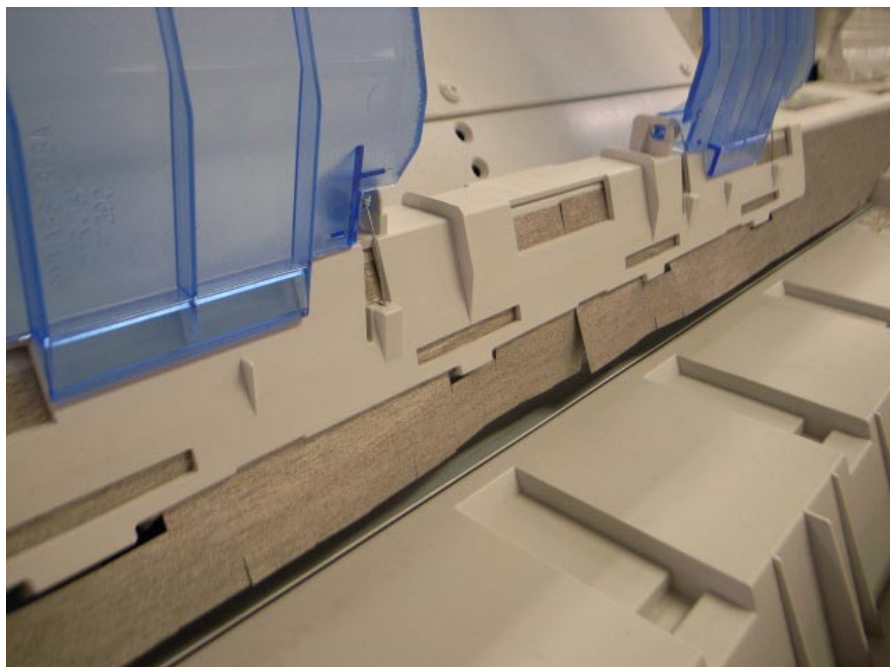
Date: 06-Jul-07

No.: RB286014a

3. Attach the following shading sheets to the original exit area.**P/N B2869101****Description Sheet: Shading: CIS: 2pcs (right and left: 1 each)****Left****Right****Attachment procedure:**

- 1) Remove the original tray.**
- 2) Clean the rear side of the original feed unit.**
- 3) Attach the sheets to the original exit area.**

Important: Align the hooks on the original tray with the cutouts on the sheet. It is fine for the two edges of the sheets to overlap in the middle (as shown below).



Model: Neptune-C2		Date: 14-Nov-08	No.: RB286023
Subject: SP2 Release note for Printer Controller RW3600		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is a release note for Printer Controller RW-3600.

***** SP2 (Patch) for Version 3.7.1 (3.7.110) *****

SP2 solves the following problems.

Note: PLOTBASE version 3.7 or earlier does not require SP2.

1. Symptom corrected:

- 1) HPGL files that contain the "Oce-Job1Ticket" header cannot be printed.
- 2) Cannot print after Plotbase Server PC recovers from Energy Saver mode.

2. Other changes:

Supports the following features (which were not supported by Plotclient/Web):

- Multi-file-upload
- Text stamping
- HPGL/Calcomp pen setting

3. Update from previous version:

The update will be done by a patch file (setup.exe) that updates the PC/WEB from version 3.7.1 (3.7.110) to version 3.7.110 SP2.

Model: Neptune-C2		Date: 11-Mar-09	No.: RB286024
Subject: Printer SP1001: Bit Switch		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other ()		

Please correct your Service Manual as follows.


Add the description for Printer SP1001: Bit SW with the following:

Printer SP Table

1001	Bit Switch		
001	Bit Switch 1		0 1
	bit 0	DFU	- -
	bit 1	DFU	- -
	bit 2	DFU	- -
	bit 3	No I/O Timeout	Disabled Enabled
	Enable: The MFP I/O Timeout setting will have no effect. I/O Timeouts will never occur.		
	bit 4	SD Card Save Mode	Disabled Enabled
	Enable: Print jobs will be saved to an SD Card in the GW SD slot (☛ "Card Save Function" in "System Maintenance Reference" section of the Field Service Manual).		
	bit 5	DFU	- -
	bit 6	DFU	- -
	bit 7	[RPCS,PCL]: Printable area frame border	Disabled Enabled
	Enable: The machine prints all RPCS and PCL jobs with a border on the edges of the printable area.		

1001	Bit Switch		
002	Bit Switch 2		0 1
	bit 0	DFU	- -
	bit 1	DFU	- -
	bit 2	Applying a collation Type (For Neptune-C2 only)	Shift Collate Normal Collate

Model: Neptune-C2	Date: 11-Mar-09	No.: RB286024
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		A collation type (shift or normal) will be applied to all jobs that do not already have a 'Collate Type' configured.	
		<div>  Note </div> <ul style="list-style-type: none"> If #5-0 is enabled, this Bit Switch has no effect. 	
bit 3	DFU	-	-
bit 4	DFU	-	-
bit 5	DFU	-	-
bit 6	DFU	-	-
bit 7	DFU	-	-


1001	Bit Switch		
003	Bit Switch 3 DFU	-	-

1001	Bit Switch		
004	Bit Switch 4 DFU	-	-

1001	Bit Switch		
005	Bit Switch 5	0	1
		Disabled	Enabled
	Show "Collate Type", "Staple Type" and "Punch Type" buttons on the operation panel.		
	bit 0 If enabled, users will be able to configure a Collate Type, Staple Type, and Punch Type from the operation panel. The available types will depend on the device and configured options. After enabling the function, the settings will appear under: "User Tools > Printer Features > System"		
	bit 1	DFU	-
	bit 2	DFU	-
	bit 3	[PS] PS Criteria	Pattern3
		Change the number of PS criterion used by the PS interpreter to determine whether a job is PS data or not. Pattern3: includes most PS commands. Pattern1: A small number of PS tags and headers	
	bit 4	Increase max number of the stored jobs to 1000 jobs.	Disable (100)
		Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.	

Model: Neptune-C2	Date: 11-Mar-09	No.: RB286024
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	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

1001	Bit Switch			
006	Bit Switch 6		0	1
	bit 0	Forced printing	Disable	Enable
		<p>If enabled, the image will be printed regardless of whether the specified roller is of the correct size paper or not. This is similar to "Form Feed" on a standard printer. The default is disabled.</p> <p> Note</p> <p>Applied to following firmware: Printer firmware ver. 2.01 GL2&TIFF-Filter ver. 1.1.2</p>		

1001	Bit Switch			
007	Bit Switch 7 DFU		-	-

1001	Bit Switch			
008	Bit Switch 8		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	[PCL,PS]: Allow BW jobs to print without requiring User Code	Disable	Enable
		<p>Enable: BW jobs submitted without a user code will be printed even if user code authentication is enabled.</p>		
	bit 4	DFU	-	-
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

Model: Neptune-C2		Date: 26-Mar-09	No.: RB286025
Subject: SP3 Release note for Printer Controller RW3600		Prepared by:	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is a release note for Printer Controller RW3600.

***** SP3 (Patch) for Version 3.7.1(3.7.110) *****

SP3 is an update for PlotClient HDI to support AutoCAD2009.

Note: PLOTBASE version 3.6SP3(3.6.037) or earlier does not require SP3.

SP3 Installation Procedure:

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

1. Go to control panel and open "Add/remove software".
2. Uninstall the PlotClient HDI.
3. Go to control panel and open "AutoDesk Plotter Manager".
4. Delete all RW3600 pc3 drivers.

Name	Size	Type	Date Modified
PMP Files		File Folder	16.06.2006 12:41
Add-A-Plotter Wizard	1 KB	Shortcut	16.06.2006 12:41
Default Windows System Printer.pc3	2 KB	AutoCAD Plotter Co...	03.03.2003 11:36
DWF6 ePlot.pc3	5 KB	AutoCAD Plotter Co...	28.07.2004 19:14
DWG To PDF.pc3	2 KB	AutoCAD Plotter Co...	03.01.2006 17:43
PLOTCLIENT HDI.pc3	2 KB	AutoCAD Plotter Co...	21.06.2006 08:51
PublishToWeb JPG.pc3	1 KB	AutoCAD Plotter Co...	07.12.1999 12:53
PublishToWeb PNG.pc3	1 KB	AutoCAD Plotter Co...	21.11.2000 15:18

5. Go to your directory containing the update (RW3600 PlotClient HDI).
There are different versions for 32-bit OS and 64-bit OS. Please use the correct one according to the OS of your computer.

Example:


You are working with AutoCAD2009 on a computer, which has installed Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

6. Execute the correct setup.exe.

Model: Neptune-C2
Date: 26-Mar-09
No.: RB286025

7. Follow the instructions with “Next” and “Install”.

8. Install the updated PC3 files.

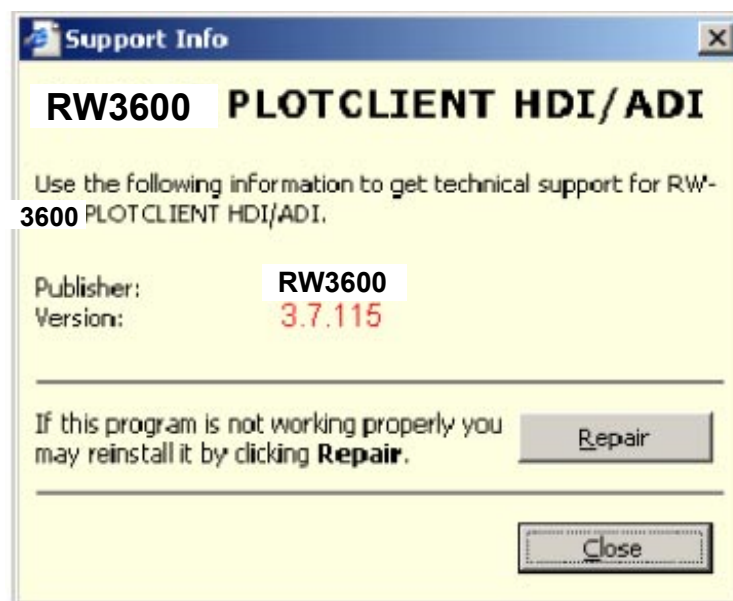
For reinstallation of the PC3 files, please refer to the RW3600 client manual, chapter “PlotClient ADI/HDI”. 

9. Final check

After the installation, the version number of PlotClient HDI as shown below should appear.

1) Go to control panel and open “Add to remove software”.

2) Select “RW3600 PlotClient HDI” and click on “Support information”.



10. Reboot

We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

Reissued:30-Apr-09

Model: Neptune-C2	Date: 14-Apr-09	No.: RB286026a
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RTB Reissue

The items in ***bold italics*** were corrected or added.

Subject: Touch panel problem		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

- ***The panel does not respond at all, or***
- ***The positions of the buttons shift (even after performing calibration)***

Note: This issue affects all machines with the following serial numbers.

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio MP W2400 Gestetner GWD2004 Savin 2404WD Lanier LW324	120/60	USA, Canada, S. America	B286-17	From first production ~ M3281200157
Ricoh Aficio MP W2400	220-240/50, 60	China	B286-21	From first production ~ M3290100039
Ricoh Aficio MP W2400 NRG MP W2400	220-240/50, 60	Europe, Asia, Oceania, etc	B286-27	From first production ~ M3290100030
Ricoh Aficio MP W3600 Gestetner GWD2006 Savin 2406WD Lanier LW326	120/60	USA, Canada, S. America	B289-17	From first production ~ M3290300127
Ricoh Aficio MP W3600	220-240/50, 60	China	B289-21	From first production ~ M3380500030
Ricoh Aficio MP W3600 NRG MP W3600	220-240/50, 60	Europe, Asia, Oceania, etc	B289-27	From first production ~ M3290100002

CAUSE

The adhesive that binds electrodes to the touch panel surface contains a polymer that tends to expand under normal office environmental conditions.

SOLUTION

In the field: Replace the touch panel (**see the procedure below**).

Service parts: The adhesive was changed to one that will not expand under conditions of standard office environments.

Old Part Number	New Part Number	
B2231494	B2239900	TOUCH PANEL:HVGA:FU-ACF

Model: Neptune-C2

Date: 14-Apr-09

No.: RB286026

Cut-in Serial Numbers

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio MP W2400 Gestetner GWD2004 Savin 2404WD Lanier LW324	120/60	USA, Canada, S. America	B286-17	M3290200072 ~
Ricoh Aficio MP W2400	220-240/50, 60	China	B286-21	M3290200042 ~
Ricoh Aficio MP W2400 NRG MP W2400	220-240/50, 60	Europe, Asia, Oceania, etc	B286-27	M3290100031 ~
Ricoh Aficio MP W3600 Gestetner GWD2006 Savin 2406WD Lanier LW326	120/60	USA, Canada, S. America	B289-17	M3390400007 ~
Ricoh Aficio MP W3600	220-240/50, 60	China	B289-21	M3390400001 ~
Ricoh Aficio MP W3600 NRG MP W3600	220-240/50, 60	Europe, Asia, Oceania, etc	B289-27	M3390100059 ~

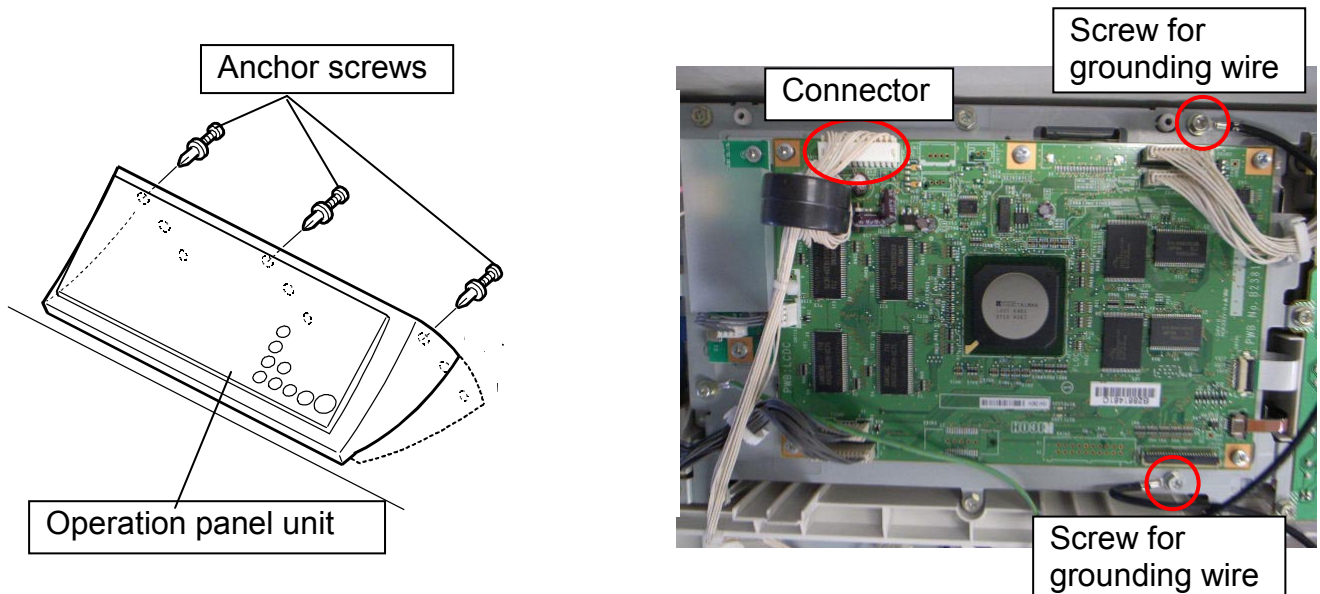
Model: Neptune-C2

Date: 14-Apr-09

No.: RB286026

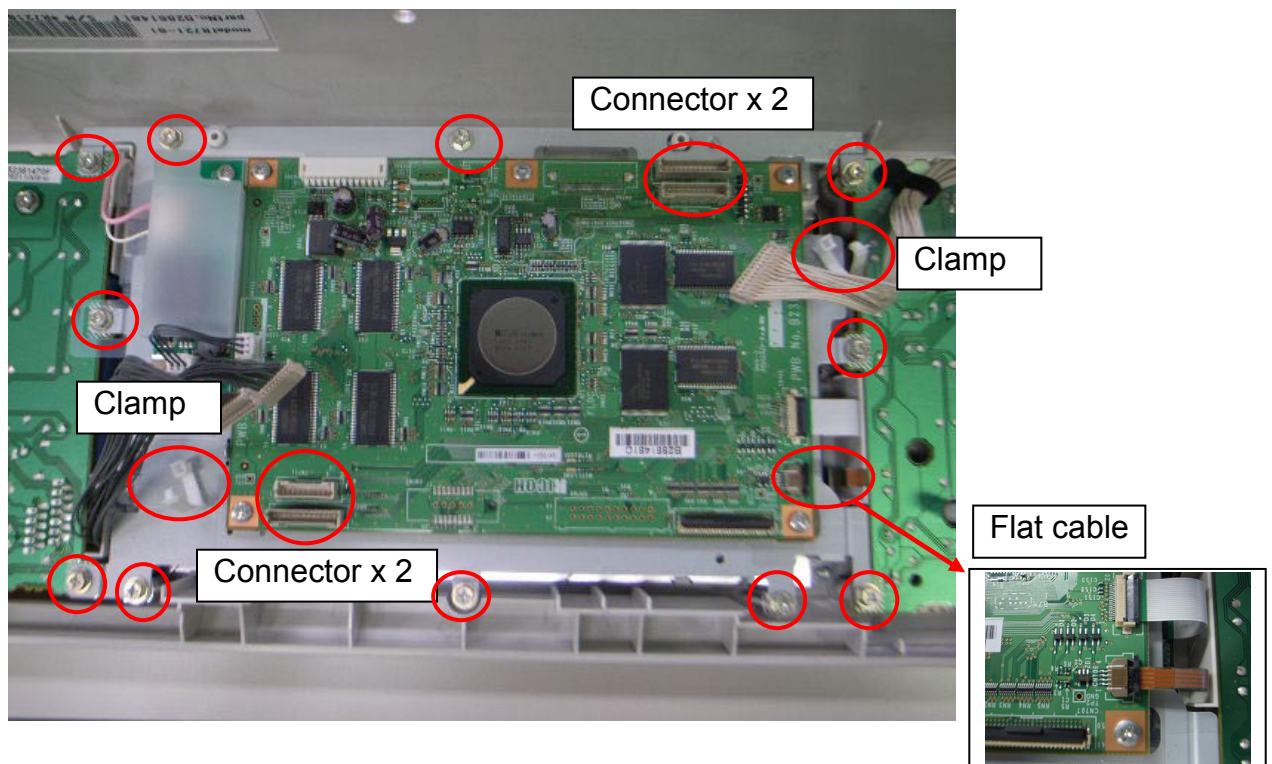
Touch Panel Replacement Procedure

1. Open and remove the operation panel unit (anchor screw x 3, screw x 2, connector x 1).



2. Remove the connectors and screws (flat cable connector x 1, connector x 4, clamp x 2, screws x 11).

Note: For the flat cable connector, pull the connector to the left, then remove the flat cable.



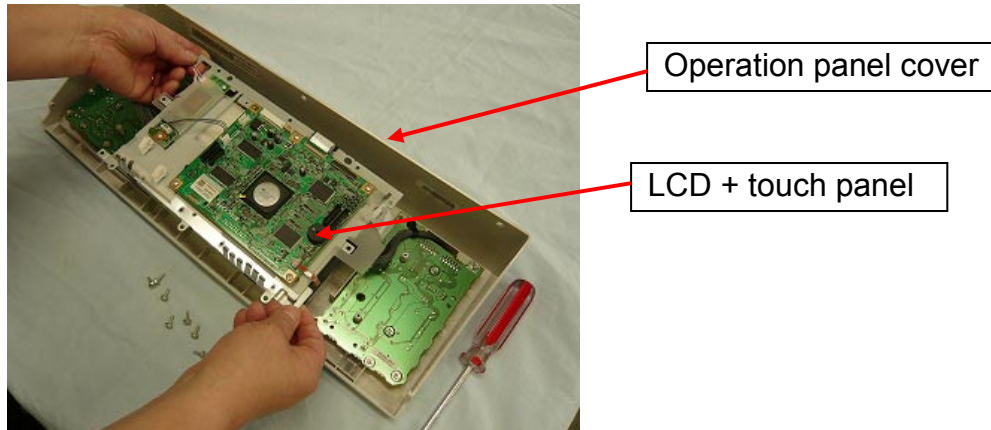
Model: Neptune-C2

Date: 14-Apr-09

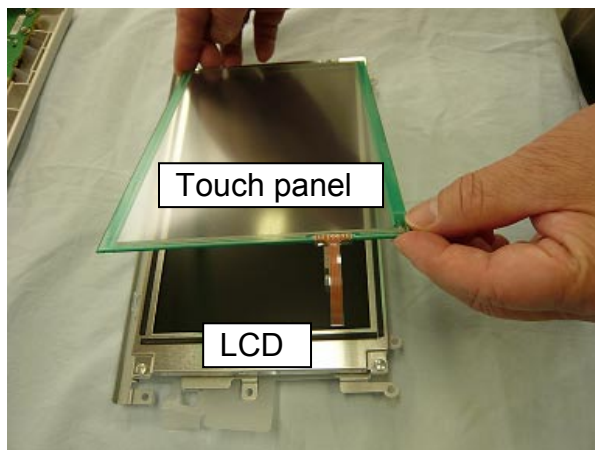
No.: RB286026

3. Remove the LCD + touch panel from the operation panel cover.

Note: The touch panel is attached to the LCD.

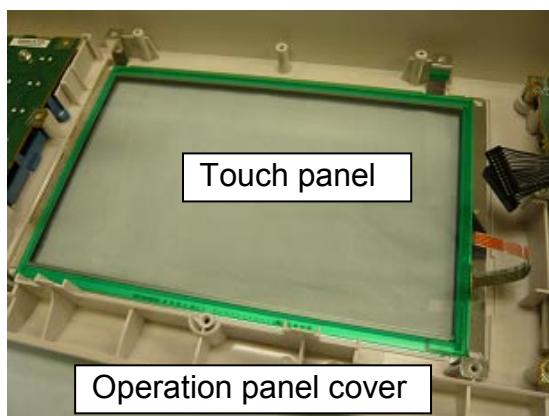


4. Remove the old touch panel from the LCD.



5. Place the new touch panel (P/N **B2231484**) on the operation panel cover.

Important: Only replace the touch panel. Do not replace the LCD.

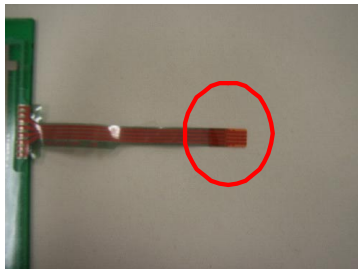


How to distinguish the new parts from the old parts



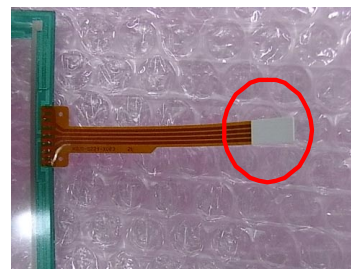
Old parts:

The tip of the electrode is **brown**.

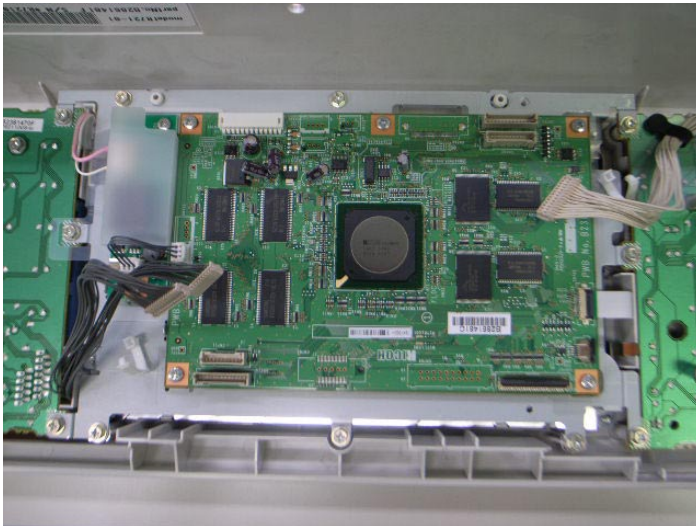


New parts:

The tip of the electrode is **white**.



6. Reattach the LCD to the operation panel cover (screws x 11).



7. Re-assemble the operation panel unit in the reverse order of the steps above.
8. Do the Touch Panel Position Adjustment, and then make sure the touch panel works correctly.

Touch Panel Position Adjustment

Note: Do not use items [2] to [9] on the Self-Diagnostic Menu. These items are for design use only.

1. Press [Clear mode], press [1] [9] [9] [3], press [Clear] 5 times to open the Self-Diagnostics menu.
2. On the touch screen press "[1] Touch Screen Adjust" (or press [1]).
3. Use a pointed (not sharp) tool to press the upper left mark "o".
4. Press the lower right mark when "o" shows.
5. Touch a few spots on the touch panel to make sure that the marker "+" shows exactly where the screen is touched.
6. Press Cancel. Then start from Step 2 again if the "+" mark does not show where the screen is touched.
7. Press [#] OK on the screen (or press #) when you are finished.
8. Touch [#] Exit on the screen to close the Self-Diagnostic menu. Save the calibration settings.

Reissued: 12-May-09

Model: Neptune-C2	Date: 31-May-07	No.: RB286005c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Printer**.

Version	Program No.	Effective Date
2.0.2	<i>D3205911D</i>	<i>April 2009 production</i>
2.0.1	D3205911C	June 2008 production
1.04	D3205911B	December 2007 production
1.00.1	D3205911A	1st Mass production.

Version	Modified Points or Symptom Corrected
2.0.2	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>When printing onto non-standard sized paper with the following dimensions, the counter is SP8441-239 is incremented (the counter in SP8441-240 should be incremented):</i> <ul style="list-style-type: none"> <i>- Length: 841mm or longer but less than 1189mm</i> <i>- Width: A0 width</i> <i>The device function used to rotate a job by 180 degrees will have no effect in either of the following situations:</i> <ul style="list-style-type: none"> <i>- Printing from the bypass tray.</i> <i>- Finishing functions including duplex and collate are cancelled by the device during printing.</i> <p><i>Note: This problem doesn't affect the driver's rotation function.</i></p>
2.0.1	Other changes: Supports "Forced print". For details, see attached pages.
1.04	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00.1	1st Mass production.

Reissued: 12-May-09

Model: Neptune-C2	Date: 31-May-07	No.: RB286005c
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Forced Printing (ver.2.0.1)

The firmware modified to meet the request for forced printing:

Old specifications (pre-modification):

The machine does not print the image if the original size does not match the paper size (to minimize printing errors).

e.g.,

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image cannot be printed
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel). Please see the attached procedure for how to avoid the size mismatch even with the old firmware.

New specifications (post-modification):

If one of the roll trays is selected (Tray 1 or 2), the image will be printed out even if the original size and paper size do not match.

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image is printed ("forced printing")
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel).

Modification procedure:

The following steps will force the machine to print out the image in cases where the original/paper size do not match, effectively enabling the "forced print" feature of the modified firmware. However before doing so, **please make sure to explain the limitations described below to the customer.**

1. Update the firmware
2. Change the setting of the Printer SP: BitSW No. 6-0 to a value of "1" to enable Forced Print.

Limitations:

1. If you are storing the image to the HDD in addition to printing it out, the page width will be equal to the width of the roll paper in the selected tray.
2. Regardless of the size or final printing orientation of the original image, the paper size logged in the job log and counted up in the machine counters is the actual size of the paper used to print the image.
3. When using forced print together with folding functions, in some cases, the relationship between the folds and the image (number of folds in the paper, orientation of the image, etc.) may not be what the customer intended. This is because the original image is being printed onto paper of a different size, and/or the image is being rotated.
4. With PDF Direct Print, the driver will search for a roll tray first. If a roll tray is found that contains paper of the same size as the original, the paper will be fed from that tray. However if a match is not found, the Priority Tray will be used.
5. The only PS driver supported is the Ricoh original PS driver.

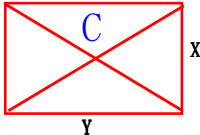
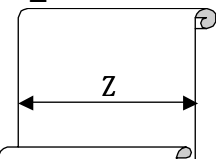
Reissued: 12-May-09

Model: Neptune-C2

Date: 31-May-07

No.: RB286005c

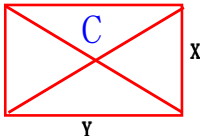
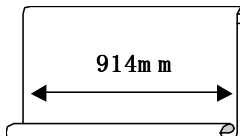
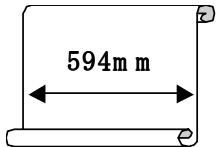
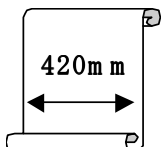
Specific example:

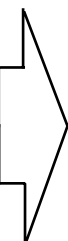
Original	TRAY
$X > Y$ 	Roll paper width $= Z$ 

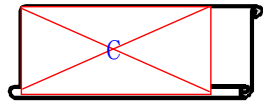
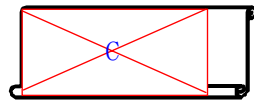
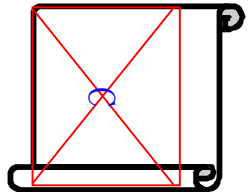
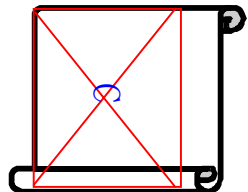
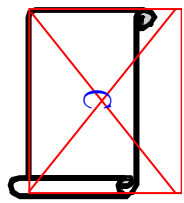
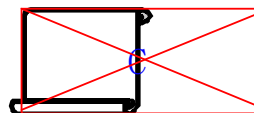


Size Condition	RPCS driver	PS driver
$Z > Y$	No Rotation (Image is not cropped)	\leq
$Y > Z$ $Z > X$	Rotation (Image is not cropped)	\leq
$Y > Z$ $X > Z$	Rotation (Image is cropped)	No Rotation (Image is cropped)

Example

Original	TRAY
$X=600\text{mm}$ $Y=800\text{mm}$ 	TRAY 1  Roll paper width: 914 mm
	TRAY2  Roll paper width: 594 mm
	TRAY 3  Roll paper width: 420 mm



Source TRAY	RPCS driver	PS driver
TRAY 1	No Rotation (Image is not cropped)  Roll paper width: 914 mm	\leq  Roll paper width: 914 mm
TRAY2	No Rotation (Image is not cropped)  Roll paper width: 594 mm	\leq  Roll paper width: 594 mm
	Non Rotate (Image is cropped)  Roll paper width: 420 mm	Non Rotate (Image is cropped)  Roll paper width: 420 mm

Reissued: 12-May-09

Model: Neptune-C2	Date: 31-May-07	No.: RB286007f
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: System/Copy		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **System/Copy**.

Version	Program No.	Effective Date
<i>2.01</i>	<i>B2865881J</i>	<i>April 2009 production</i>
2.00	B2865881H	March 2008 production
1.04	B2865881G	January 2008 production
1.03.1	B2865881F	September 2007production
1.02	B2865881E	July 2007 production
1.01.2	B2865881D	1st Mass production.

Reissued: 12-May-09

Model: Neptune-C2	Date: 31-May-07	No.: RB286007f
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Version	Modified Points or Symptom Corrected
2.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Display error: <ul style="list-style-type: none"> <i>If RC Gate is disconnected after the machine is registered with @Remote, "Toner Order Failed" is displayed.</i> <i>"Square Meters" was displayed inside SP5045-002, and was corrected to "Square Yards".</i> <i>A communication error message is displayed when the RC Gate cable is disconnected.</i> <i>Notification regarding the RFU results are not sent out, and all attempts to redo the RFU are rejected.</i> <i>After an RFU is interrupted (and therefore not completed) due to a loss of power, "Update OK" is displayed.</i> <i>Multiple @Remote notification emails are sent out announcing that supplies have been successfully ordered.</i> <i>SC955 occurs when the operator does the following:</i> <ul style="list-style-type: none"> <i>Stores a file in the Document Server with the setting "Do not print blank page"</i> <i>Later tries to print out the blank page associated with that file</i> <i>Sets the blank page to be printed out with a mark (header, footer, page number, etc.)</i> <i>Unwanted line might be added to the bottom of each page.</i> <i>The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication.</i>
2.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242). (TechMail#TS080184) <p>Other changes:</p> <ol style="list-style-type: none"> The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 2.00 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 6.10.1 or later) needs to be applied to the device.
1.04	<p>Other changes:</p> <p>When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".</p>

Reissued: 12-May-09

Model: Neptune-C2		Date: 31-May-07	No.: RB286007f
Version	Modified Points or Symptom Corrected		
1.03.1	Symptom corrected: <ol style="list-style-type: none">1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.03.1 or later) and NFA firmware (version 2.01.2 or later) need to be applied to fix this issue.2. All pages of a PDF file are blank if created by scanning with the Custom Size setting.		
1.02	Symptom corrected: <ol style="list-style-type: none">1. SC991 occurs when the SMC report is printed out.2. Scanning is not disabled when one or more of the machine units is open.3. Paper folding does not function after the machine recovers from Energy Saver mode.4. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: <ol style="list-style-type: none">1. Supports the RW-3600 printer controller.		
1.01.2	1st Mass production.		

Reissued: 12-May-09

Model: Neptune-C2	Date: 31-May-07	No.: RB286008d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Web System(Web Support)		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Web System(Web Support)**.

Version	Program No.	Effective Date
1.09	<i>B2865884F</i>	<i>April 2009 production</i>
1.08	B2865884E	March 2008 production
1.07	B2865884D	December 2007 production
1.06	B2865884C	June 2007 production
1.05.3	B2865884B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.09	<i>Symptom corrected:</i> <i>The Web Image Monitor main frame is blank (or HTTP 500 error) if the operation panel language is Russian.</i>
1.08	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 2.00 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 6.10.1 or later) needs to be applied to the device.
1.07	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.06	Other change: 1. New Lanier logo added to top frame of WebImageMonitor. Symptom corrected: 1. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) 2. Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded. 3. WebImageMonitor contained wording errors. – "RC Gate Firmware bijwerken" was shown as "RS Gate Firmware bijwerken" in Dutch.
1.05.3	1st Mass production.

Reissued: 12-May-09

Model: Neptune-C2	Date: 03-Jul-07	No.: RB286013b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: GL2&TIFF-Filter		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the **GL2&TIFF-Filter**.

The following is the firmware upgrade procedure for the GL2&TIFF-Filter printer option (D3205193x).

Firmware upgrade procedure:

1. Turn OFF the main power switch.
2. Remove the SD card containing the "TIFF/GL Filter TypeW3600" from Slot 2.
3. Delete the folder "sdk" from the SD card.
4. Open the Release Note for the GL2&TIFF-Filter
(firmware filename: D3205193x).
5. Open the file "D3205913x.zip".
6. Extract all files to the SD card.
7. Confirm that the directory in the SD card is as follows:
 sdk/
 67633408
 67633664
8. Insert the SD card into Slot 2.
9. Turn ON the main power switch.

Version	Program No.	Effective Date
1.1.4	D3205913D	April 2009 production.
1.1.2	D3205913C	June 2008 production
1.0.7	D3205913B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.1.4	Symptom corrected: WebPrintingTool doesn't work with JRE 1.6.x.x.
1.1.2	Other changes: Supports "Forced print". For details, see RTB RB286005b.
1.0.7	Firmware standardization with Model G180.
1.0.0	First mass production

Reissued: 12-May-09

Model: Neptune-C2	Date: 19-Oct-07	No.: RB286020b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Network DocBox		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Network DocBox**.

Version	Program No.	Effective Date
2.03	<i>B2865886E</i>	<i>April 2009 production</i>
2.02	B2865886D	January 2008 production
2.01.2	B2865886C	1st Mass production.

Version	Modified Points or Symptom Corrected
2.03	<i>Symptom corrected:</i> <i>The web service might stall if the device settings are changed via WIM or the Operation Panel at the same time as ScanRouter is accessing the device.</i>
2.02	Symptom corrected: 1. The stored files might not be able to be downloaded via WIM. Other changes: 1. "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00" is now supported. For the details of this, please refer to the release notes for "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00".
2.01.2	1st Mass production.

Reissued: 26-Jun-09

Model: Neptune-C2	Date: 03-Jul-07	No.: RB286013c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: GL2&TIFF-Filter		Prepared by: F.Noguchi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the **GL2&TIFF-Filter**.

The following is the firmware upgrade procedure for the GL2&TIFF-Filter printer option (D3205193x).

Firmware upgrade procedure:

1. Turn OFF the main power switch.
2. Remove the SD card containing the "TIFF/GL Filter TypeW3600" from Slot 2.
3. Delete the folder "sdk" from the SD card.
4. Open the Release Note for the GL2&TIFF-Filter (firmware filename: D3205193x).
5. Open the file "D3205913x.zip".
6. Extract all files to the SD card.
7. Confirm that the directory in the SD card is as follows:
 sdk/
 67633408
 67633664
8. Insert the SD card into Slot 2.
9. Turn ON the main power switch.

Version	Program No.	Effective Date
1.1.4a	D3205913E	July 2009 production.
1.1.4	D3205913D	April 2009 production.
1.1.2	D3205913C	June 2008 production
1.0.7	D3205913B	1st Mass production.

Reissued: 26-Jun-09

Model: Neptune-C2	Date: 03-Jul-07	No.: RB286013c
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Version	Modified Points or Symptom Corrected
1.1.4a	<p>Other changes: Supports the use of the Synchro-cut feature with the HDI printer driver.</p> <p>Important:</p> <ul style="list-style-type: none"> - To enable the use of this feature with the HDI driver, after installing this version, turn the Hard Clip setting OFF. (User Tools > Extended Feature Settings > GL2 & TIF > GL2 Print Settings > Hard Clip – ON: Standard cut / OFF: Synchro-cut). - After you do this, the Cut Method settings will not be applied. - To prevent the edges of the image from being overwritten by margins applied by the mainframe during image development, make sure to specify margins a, b, c in the printer driver (which are added to the edges without overwriting them) for the leading, trailing, and right edges. <p style="text-align: center;">Added margins</p> <p>The diagram consists of two rectangular boxes representing a page. The left box is labeled 'Image Area' and has a vertical double-headed arrow on its right side labeled 'Paper length: L'. The right box is labeled 'Image Area' and has three additional margins: 'Margin: a' at the top, 'Margin: b' at the bottom, and 'Margin: c' on the right side. A vertical double-headed arrow on the right side of the right box is labeled 'Paper Length: L' = L + a + b'.</p>
1.1.4	<p>Symptom corrected:</p> <p>WebPrintingTool doesn't work with JRE 1.6.x.x.</p>
1.1.2	<p>Other changes:</p> <p>Supports "Forced print". For details, see RTB RB286005b.</p>
1.0.7	Firmware standardization with Model G180.
1.0.0	First mass production

Model: N-C2		Date: 07-Oct-09	No.: RB286027
Subject: Anti-Condensation Heater		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Important Information About the Anti-Condensation Heater

- From the following serial numbers, the harness for the anti-condensation heater will be disconnected from the PSU when the machine is shipped out from the factory. This is in order to conform to the new International Energy Star standards.

Code	Cut-in Serial No.
B286-17	M32911XXXXX
B286-21	M3290700001
B286-27	M3290800011
B289-17	M3390700001
B289-21	M33911XXXXX
B289-27	M3390700018
G180-17	S2990700001
G180-27	S29911XXXXX

- If condensation tends to form easily in the installation environment, ask the customer for their permission to activate the anti-condensation heater. If they agree, connect the harness for the anti-condensation heater to the PSU.

See the procedure below.

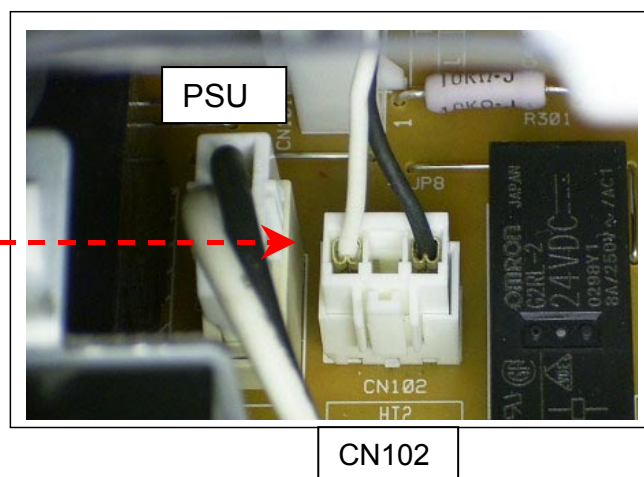
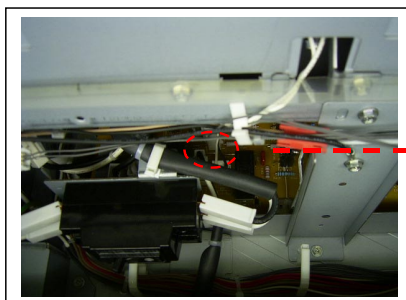
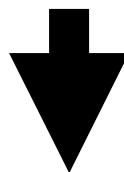
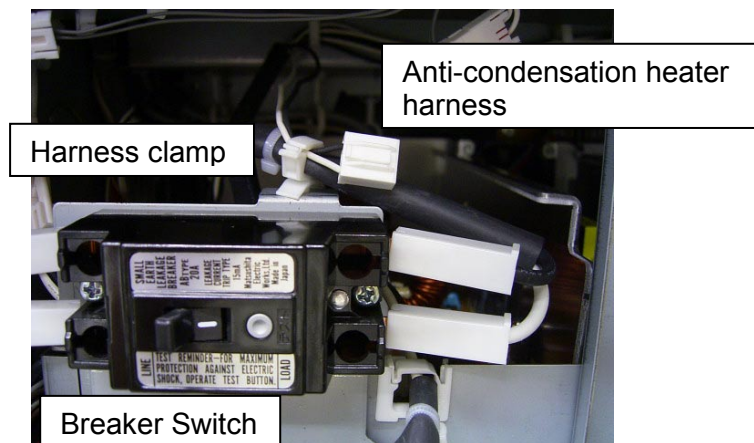
Note:

- When the machine is running with the heater connected, the additional power consumed is approximately 26W.
 - You do not need to change the Energy Star decals if you connect the heater.
 - In cases where the heater is not connected, if the machine is left OFF for a while under low-temperature conditions (10C or lower) and then turned ON, condensation tends to form on the drum surface. This is especially true during winter months and first thing in the morning. This can cause smeared images or other image problems to occur.
- In cases where condensation has already formed on the drum, make about 10 copies onto A1 paper (LEF). This should restore the images to normal. Then, to prevent these image problems from recurring, connect the harness for the anti-condensation heater to the PSU.

Connecting the Anti-Condensation Heater

★ **IMPORTANT:** Before you begin this procedure, make sure to remove the machine power cord from the outlet.

1. Remove the rear cover (screws x 2).
2. Open the harness clamp.
3. Remove the anti-condensation heater harness from the harness clamp.
Important: Leave the harness with the black tube inside the clamp.
4. Close the harness clamp.
5. Connect the anti-condensation heater harness to **CN102** on the PSU.



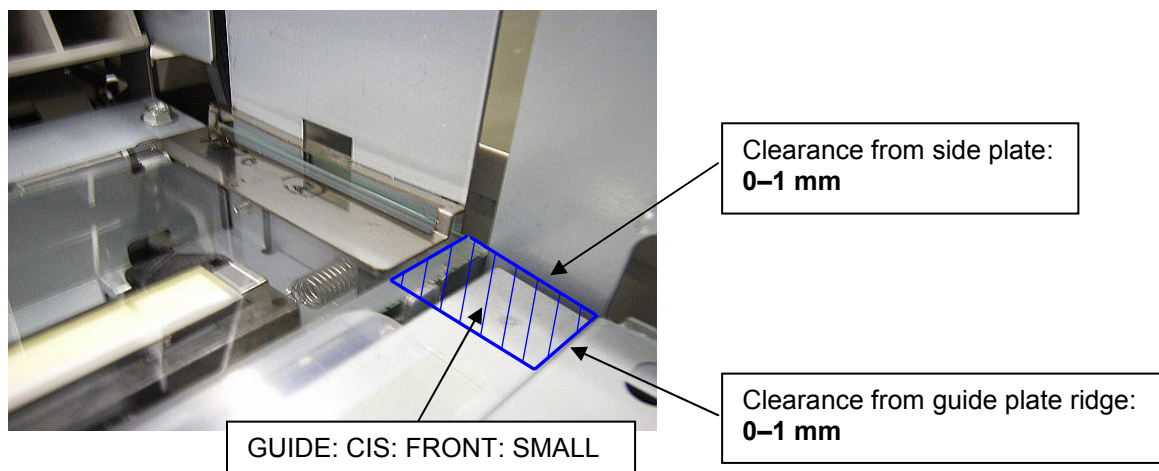
Model: N-C2		Date: 20-Nov-09	No.: RB286028
Subject: Guide:CIS:Front:Small		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

New part number	Description	Q'ty	Page	Index	Note
B2864691	GUIDE: CIS: FRONT: SMALL	2	13	15	24

Change: A thin guide plate (Mylar) was added as shown below.

Reason: To further protect the operator-side edge of the exposure glass.

Note: The Mylar shown in the photo is attached to the right corner, operator side. There is also one more attached to the left corner.



MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio MP W2400 Gestetner GWD2004 Savin 2404WD Lanier LW324	120/60	USA, Canada, S. America	B286-17	M32912XXXXX
Ricoh Aficio MP W2400	220-240/50, 60	China	B286-21	M3290900067
Ricoh Aficio MP W2400 NRG MP W2400	220-240/50, 60	Europe, Asia, Oceania, etc	B286-27	M3290900001
Ricoh Aficio MP W3600 Gestetner GWD2006 Savin 2406WD Lanier LW326	120/60	USA, Canada, S. America	B289-17	M3390900001
Ricoh Aficio MP W3600	220-240/50, 60	China	B289-21	M33912XXXXX
Ricoh Aficio MP W3600 NRG MP W3600	220-240/50, 60	Europe, Asia, Oceania, etc	B289-27	M33912XXXXX

Reissued: 17-Dec-09

Model: N-C2	Date: 03-Jul-07	No.: RB286013d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: GL2&TIFF-Filter		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the **GL2&TIFF-Filter**.

The following is the firmware upgrade procedure for the GL2&TIFF-Filter printer option (D3205193x).

Firmware upgrade procedure:

1. Turn OFF the main power switch.
2. Remove the SD card containing the "TIFF/GL Filter TypeW3600" from Slot 2.
3. Delete the folder "sdk" from the SD card.
4. Open the Release Note for the GL2&TIFF-Filter (firmware filename: D3205193x).
5. Open the file "D3205193x.zip".
6. Extract all files to the SD card.
7. Confirm that the directory in the SD card is as follows:
 sdk/
 67633408
 67633664
8. Insert the SD card into Slot 2.
9. Turn ON the main power switch.

Version	Program No.	Effective Date
<i>1.2.1</i>	<i>D3205913F</i>	<i>January 2010 production</i>
1.1.4a	D3205913E	July 2009 production
1.1.4	D3205913D	April 2009 production
1.1.2	D3205913C	June 2008 production
1.0.7	D3205913B	1st Mass production

Reissued: 17-Dec-09

Model: N-C2	Date: 03-Jul-07	No.: RB286013d
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Version	Modified Points or Symptom Corrected
1.2.1	Additional feature of Web Printing Tool: PDF Printing <i>Using Web Printing Tool and GL/2 & Tiff Filter, your printer can also print PDF (version 1.5) files.</i>
1.1.4a	<p>Other changes:</p> <p>Supports the use of the Synchro-cut feature with the HDI printer driver.</p> <p>Important:</p> <ul style="list-style-type: none"> - To enable the use of this feature with the HDI driver, after installing this version, turn the Hard Clip setting OFF. (User Tools > Extended Feature Settings > GL2 & TIF > GL2 Print Settings > Hard Clip – ON: Standard cut / OFF: Synchro-cut). - After you do this, the Cut Method settings will not be applied. - To prevent the edges of the image from being overwritten by margins applied by the mainframe during image development, make sure to specify margins a, b, c in the printer driver (which are added to the edges without overwriting them) for the leading, trailing, and right edges. <div style="text-align: center;"> <p>Added margins</p> </div>
1.1.4	<p>Symptom corrected:</p> <p>WebPrintingTool doesn't work with JRE 1.6.x.x.</p>
1.1.2	<p>Other changes:</p> <p>Supports "Forced print". For details, see RTB RB286005b.</p>
1.0.7	Firmware standardization with Model G180.
1.0.0	First mass production

Reissued: 24-Dec-09

Model: N-C2	Date: 31-May-07	No.: RB286005d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Printer**.

Version	Program No.	Effective Date
2.0.3	<i>D3205911E</i>	<i>January 2010 production</i>
2.0.2	D3205911D	April 2009 production
2.0.1	D3205911C	June 2008 production
1.04	D3205911B	December 2007 production
1.00.1	D3205911A	1st Mass production.

Version	Modified Points or Symptom Corrected
2.0.3	<i>Symptom corrected:</i> <i>The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing.</i>
2.0.2	Symptom corrected: 1. When printing onto non-standard sized paper with the following dimensions, the counter is SP8441-239 is incremented (the counter in SP8441-240 should be incremented): - Length: 841mm or longer but less than 1189mm - Width: A0 width 2. The device function used to rotate a job by 180 degrees will have no effect in either of the following situations: - Printing from the bypass tray. - Finishing functions including duplex and collate are cancelled by the device during printing. Note: This problem doesn't affect the driver's rotation function.
2.0.1	Other changes: Supports "Forced print". For details, see attached pages.

Reissued: 24-Dec-09

Model: N-C2		Date: 31-May-07	No.: RB286005d
Version	Modified Points or Symptom Corrected		
1.04	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".		
1.00.1	1st Mass production.		

Reissued: 24-Dec-09

Model: N-C2	Date: 31-May-07	No.: RB286005d
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Forced Printing (ver.2.0.1)

The firmware modified to meet the request for forced printing:

Old specifications (pre-modification):

The machine does not print the image if the original size does not match the paper size (to minimize printing errors).

e.g.,

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image cannot be printed
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel). Please see the attached procedure for how to avoid the size mismatch even with the old firmware.

New specifications (post-modification):

If one of the roll trays is selected (Tray 1 or 2), the image will be printed out even if the original size and paper size do not match.

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image is printed ("forced printing")
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel).

Modification procedure:

The following steps will force the machine to print out the image in cases where the original/paper size do not match, effectively enabling the "forced print" feature of the modified firmware. However before doing so, **please make sure to explain the limitations described below to the customer.**

1. Update the firmware
2. Change the setting of the Printer SP: BitSW No. 6-0 to a value of "1" to enable Forced Print.

Limitations:

1. If you are storing the image to the HDD in addition to printing it out, the page width will be equal to the width of the roll paper in the selected tray.
2. Regardless of the size or final printing orientation of the original image, the paper size logged in the job log and counted up in the machine counters is the actual size of the paper used to print the image.
3. When using forced print together with folding functions, in some cases, the relationship between the folds and the image (number of folds in the paper, orientation of the image, etc.) may not be what the customer intended. This is because the original image is being printed onto paper of a different size, and/or the image is being rotated.
4. With PDF Direct Print, the driver will search for a roll tray first. If a roll tray is found that contains paper of the same size as the original, the paper will be fed from that tray. However if a match is not found, the Priority Tray will be used.
5. The only PS driver supported is the Ricoh original PS driver.

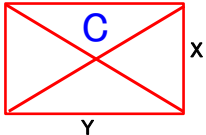
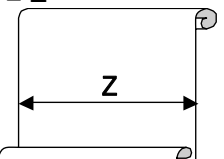
Reissued: 24-Dec-09

Model: N-C2

Date: 31-May-07

No.: RB286005d

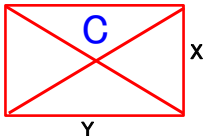
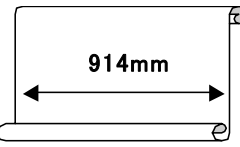
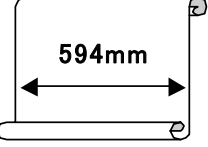
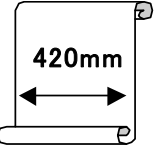
Specific example:

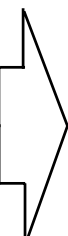
Original	TRAY
$X > Y$ 	Roll paper width $= Z$ 

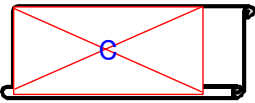
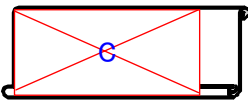
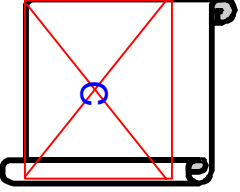
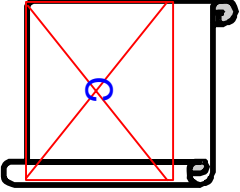
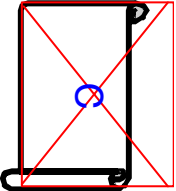
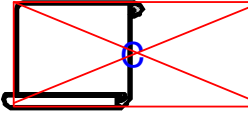


Size Condition	RPCS driver	PS driver
$Z > Y$	No Rotation (Image is not cropped)	\leq
$Y > Z$ $Z > X$	Rotation (Image is not cropped)	\leq
$Y > Z$ $X > Z$	Rotation (Image is cropped)	No Rotation (Image is cropped)

Example

Original	TRAY
$X=600\text{mm}$ $Y=800\text{mm}$ 	TRAY 1  Roll paper width: 914 mm
	TRAY2  Roll paper width: 594 mm
	TRAY 3  Roll paper width: 420 mm



Source TRAY	RPCS driver	PS driver
TRAY 1	No Rotation (Image is not cropped)  Roll paper width: 914 mm	\leq  Roll paper width: 914 mm
TRAY2	No Rotation (Image is not cropped)  Roll paper width: 594 mm	\leq  Roll paper width: 594 mm
	Non Rotate (Image is cropped)  Roll paper width: 420 mm	Non Rotate (Image is cropped)  Roll paper width: 420 mm

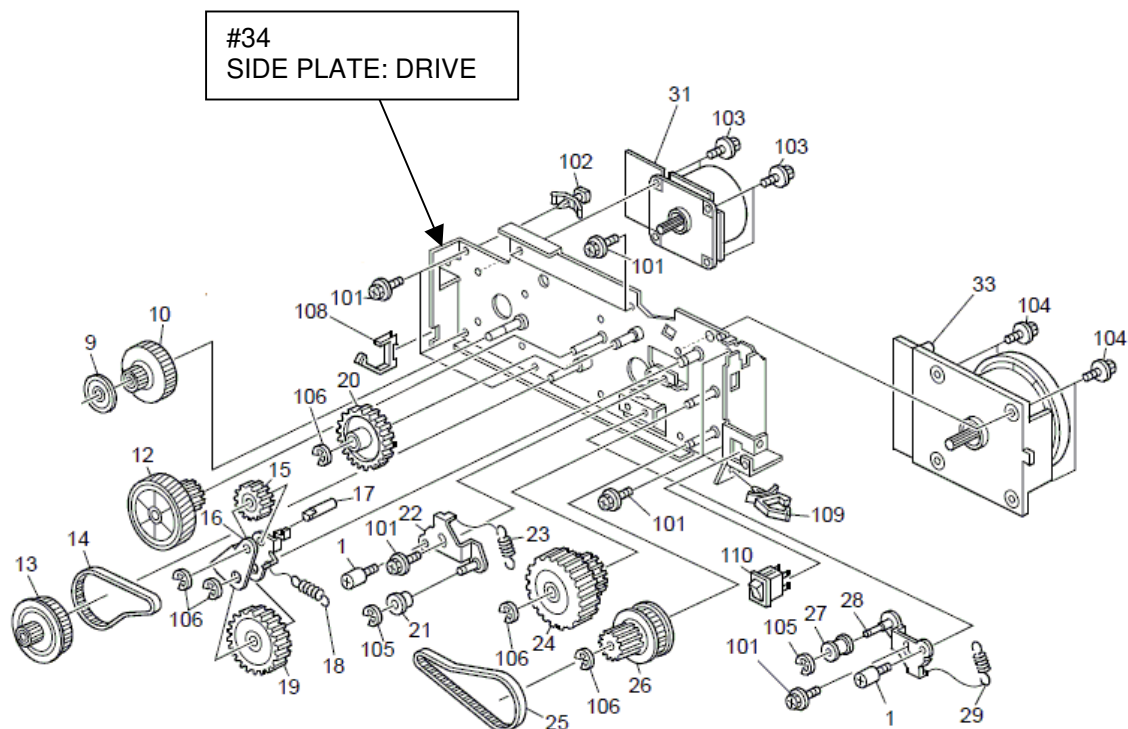
Model: N-C2		Date: 21-Jan-10	No.: RB286029
Subject: SIDE PLATE: DRIVE		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

New part number	Description	Q'ty	Page	Index	Note
B2861101	SIDE PLATE: DRIVE	1	39	34	*

*: New index

Change: The side plate was added.

Reason: In accordance with requests from the field.



Model: N-C2		Date: 29-Jan-10	No.: RB286030
Subject: PlotClient HDI for Printer Controller RW-3600		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is a release note for Printer Controller RW-3600.

***** PlotClient HDI for PLOTBASE Version 3.7.1 - 3.7.1SP3(3.7.1.115) *****

This is an update for PlotClient HDI to support AutoCAD2010.

Note:

1. PLOTBASE version 3.6SP3(3.6.037) or earlier does not require this update.
2. Supported OS
 Windows XP SP3
 Windows Vista SP1

PlotClient HDI Installation Procedure:

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

1. Go to control panel and open "Add/remove software".
2. Uninstall the PlotClient HDI.
3. Go to control panel and open "AutoDesk Plotter Manager".
4. Delete all RW-3600 pc3 drivers.

Name ▲	Size	Type	Date Modified
PMP Files		File Folder	16.06.2006 12:41
Add-A-Plotter Wizard	1 KB	Shortcut	16.06.2006 12:41
Default Windows System Printer.pc3	2 KB	AutoCAD Plotter Co...	03.03.2003 11:36
DWF6 ePlot.pc3	5 KB	AutoCAD Plotter Co...	28.07.2004 19:14
DWG To PDF.pc3	2 KB	AutoCAD Plotter Co...	03.01.2006 17:43
PLOTCLIENT HDI.pc3	2 KB	AutoCAD Plotter Co...	21.06.2006 08:51
PublishToWeb JPG.pc3	1 KB	AutoCAD Plotter Co...	07.12.1999 12:53
PublishToWeb PNG.pc3	1 KB	AutoCAD Plotter Co...	21.11.2000 15:18

Model: **N-C2**

Date: 29-Jan-10

No.: RB286030

5. Go to your directory containing the update (RW-3600 PlotClient HDI).

There are different versions for 32-bit OS and 64-bit OS. Please use the correct one according to the OS of your computer.

Example:

You are working with AutoCAD2010 on a computer which has Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

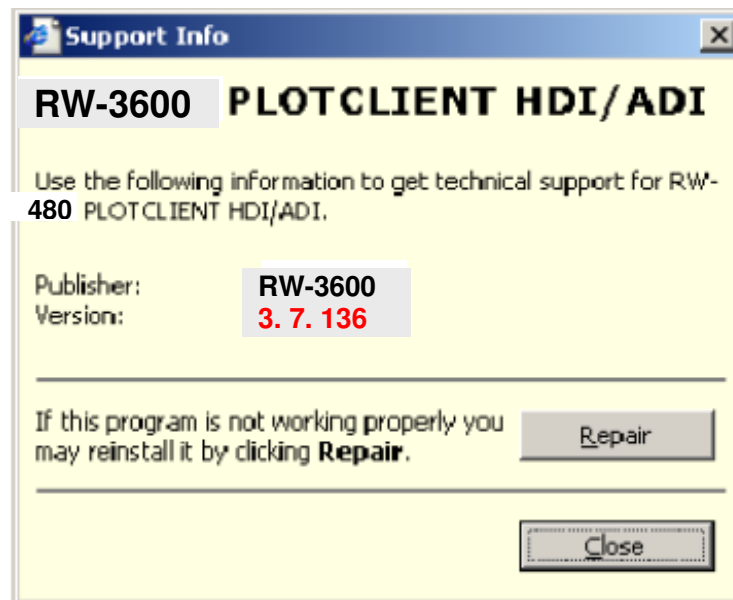
6. Execute the correct setup.exe.
7. Follow the instructions with "Next" and "Install".
8. Install the updated PC3 files.

For reinstallation of the PC3 files, please refer to the RW-3600 client manual, chapter "PlotClient ADI/HDI".

9. Final check

After the installation, the version number of PlotClient HDI as shown below should appear.

- 1) Go to control panel and open "Add to remove software".
- 2) Select "RW-3600 PlotClient HDI" and click on "Support information".



10. Reboot

We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

Reissued: 08-Feb-10

Model: N-C2	Date: 31-May-07	No.: RB286007g
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: System/Copy		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support, 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **System/Copy**.

Version	Program No.	Effective Date
2.02	B2865881K	March 2010 production
2.01	B2865881J	April 2009 production
2.00	B2865881H	March 2008 production
1.04	B2865881G	January 2008 production
1.03.1	B2865881F	September 2007production
1.02	B2865881E	July 2007 production
1.01.2	B2865881D	1st Mass production.

Version	Modified Points or Symptom Corrected
2.02	Symptom corrected: <i>The vendor code contained in the controller board Mac address was updated from "00-00-74" to "00-26-73" (all possible Mac addresses using the old vendor code have been exhausted).</i>
2.01	Symptom corrected: 1. Display error: <ul style="list-style-type: none"> - If RC Gate is disconnected after the machine is registered with @Remote, "Toner Order Failed" is displayed. - "Square Meters" was displayed inside SP5045-002, and was corrected to "Square Yards". - A communication error message is displayed when the RC Gate cable is disconnected. 2. Notification regarding the RFU results are not sent out, and all attempts to redo the RFU are rejected.
	3. After an RFU is interrupted (and therefore not completed) due to a loss of power, "Update OK" is displayed.

Reissued: 08-Feb-10

Model: N-C2		Date: 31-May-07	No.: RB286007g
Version	Modified Points or Symptom Corrected		
	<ol style="list-style-type: none"> 4. Multiple @Remote notification emails are sent out announcing that supplies have been successfully ordered. 5. SC955 occurs when the operator does the following: <ul style="list-style-type: none"> - Stores a file in the Document Server with the setting "Do not print blank page" - Later tries to print out the blank page associated with that file - Sets the blank page to be printed out with a mark (header, footer, page number, etc.) 6. Unwanted line might be added to the bottom of each page. 7. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication. 		
2.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242). (TechMail#TS080184) <p>Other changes:</p> <ol style="list-style-type: none"> 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 2.00 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 6.10.1 or later) needs to be applied to the device. 		
1.04	<p>Other changes:</p> <p>When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".</p>		
1.03.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.03.1 or later) and NFA firmware (version 2.01.2 or later) need to be applied to fix this issue. 2. All pages of a PDF file are blank if created by scanning with the Custom Size setting. 		
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SC991 occurs when the SMC report is printed out. 2. Scanning is not disabled when one or more of the machine units is open. 3. Paper folding does not function after the machine recovers from Energy Saver mode. 4. Login User Names containing spaces that were input from the operation panel will not be saved. <p>Other changes:</p> <ol style="list-style-type: none"> 1. Supports the RW-3600 printer controller. 		
1.01.2	1st Mass production.		

Reissued: 15-Feb-10

Model: N-C2	Date: 31-May-07	No.: RB286005e
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Printer**.

Version	Program No.	Effective Date
2.04	<i>D3205911F</i>	<i>March 2010 production</i>
2.03	D3205911E	January 2010 production
2.02	D3205911D	April 2009 production
2.01	D3205911C	June 2008 production
1.04	D3205911B	December 2007 production
1.00.1	D3205911A	1st Mass production.

Version	Modified Points or Symptom Corrected
2.04	<i>Symptom corrected:</i> <i>The username/usercode used to submit a stored job (Sample Print/Locked Print/Hold Print/Stored Print) is not shown in the Job Log of Web SmartDeviceMonitor ver 2.x.</i>
2.03	Symptom corrected: The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing.
2.02	Symptom corrected: 1. When printing onto non-standard sized paper with the following dimensions, the counter is SP8441-239 is incremented (the counter in SP8441-240 should be incremented): - Length: 841mm or longer but less than 1189mm - Width: A0 width 2. The device function used to rotate a job by 180 degrees will have no effect in either of the following situations: - Printing from the bypass tray. - Finishing functions including duplex and collate are cancelled by the device during printing. Note: This problem doesn't affect the driver's rotation function.
2.01	Other changes: Supports "Forced print". For details, see attached pages.
1.04	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00.1	1st Mass production.

Reissued: 15-Feb-10

Model: N-C2	Date: 31-May-07	No.: RB286005e
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Forced Printing (ver.2.01)

The firmware modified to meet the request for forced printing:

Old specifications (pre-modification):

The machine does not print the image if the original size does not match the paper size (to minimize printing errors).

e.g.,

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image cannot be printed
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel). Please see the attached procedure for how to avoid the size mismatch even with the old firmware.

New specifications (post-modification):

If one of the roll trays is selected (Tray 1 or 2), the image will be printed out even if the original size and paper size do not match.

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image is printed ("forced printing")
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel).

Modification procedure:

The following steps will force the machine to print out the image in cases where the original/paper size do not match, effectively enabling the "forced print" feature of the modified firmware. However before doing so, **please make sure to explain the limitations described below to the customer.**

1. Update the firmware
2. Change the setting of the Printer SP: BitSW No. 6-0 to a value of "1" to enable Forced Print.

Limitations:

1. If you are storing the image to the HDD in addition to printing it out, the page width will be equal to the width of the roll paper in the selected tray.
2. Regardless of the size or final printing orientation of the original image, the paper size logged in the job log and counted up in the machine counters is the actual size of the paper used to print the image.
3. When using forced print together with folding functions, in some cases, the relationship between the folds and the image (number of folds in the paper, orientation of the image, etc.) may not be what the customer intended. This is because the original image is being printed onto paper of a different size, and/or the image is being rotated.
4. With PDF Direct Print, the driver will search for a roll tray first. If a roll tray is found that contains paper of the same size as the original, the paper will be fed from that tray. However if a match is not found, the Priority Tray will be used.
5. The only PS driver supported is the Ricoh original PS driver.

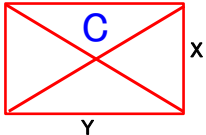
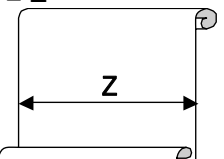
Reissued: 15-Feb-10

Model: N-C2

Date: 31-May-07

No.: RB286005e

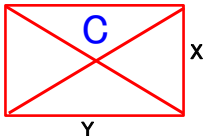
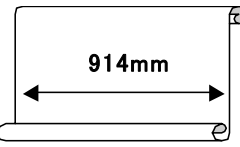
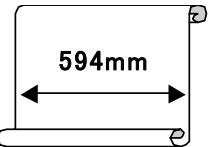
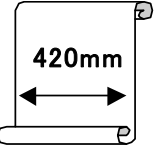
Specific example:

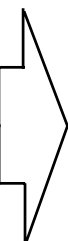
Original	TRAY
$X > Y$ 	Roll paper width $= Z$ 

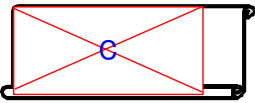
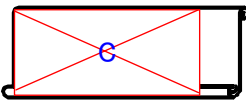
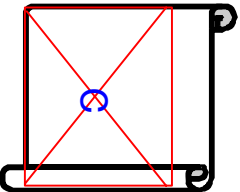
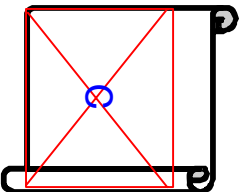
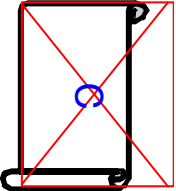
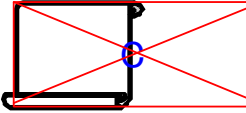


Size Condition	RPCS driver	PS driver
$Z > Y$	No Rotation (Image is not cropped)	\leq
$Y > Z$ $Z > X$	Rotation (Image is not cropped)	\leq
$Y > Z$ $X > Z$	Rotation (Image is cropped)	No Rotation (Image is cropped)

Example

Original	TRAY
$X=600\text{mm}$ $Y=800\text{mm}$ 	TRAY 1  Roll paper width: 914 mm
	TRAY2  Roll paper width: 594 mm
	TRAY 3  Roll paper width: 420 mm



Source TRAY	RPCS driver	PS driver
TRAY 1	No Rotation (Image is not cropped)  Roll paper width: 914 mm	\leq  Roll paper width: 914 mm
TRAY2	No Rotation (Image is not cropped)  Roll paper width: 594 mm	\leq  Roll paper width: 594 mm
	Non Rotate (Image is cropped)  Roll paper width: 420 mm	Non Rotate (Image is cropped)  Roll paper width: 420 mm

Reissued: 17-Feb-10

Model: Neptune-C2	Date: 31-May-07	No.: RB286004c
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: NIB		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **NIB**.

Version	Program No.	Effective Date
6.15	<i>B2865883G</i>	<i>February 2010 production</i>
6.10.1	B2865883F	March 2008 production
6.05	B2865883D	June 2007 production
6.03	B2865883C	1st Mass production.

Version	Modified Points or Symptom Corrected
6.15	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>The device might not be able to access the network once the Log collection tool is run.</i> <i>IPP print jobs are cancelled. This happened very infrequently.</i> <i>After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted.</i> <i>The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds).</i> <i>Scan to SMB is unable to send documents to a hostname containing 2byte characters.</i> <i>Windows authentication might fail on a domain controller whose hostname contains 2 byte characters.</i> <p>Other changes:</p> <ol style="list-style-type: none"> <i>Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing.</i> <i>The MFP now supports CIFS, DFS and NTLM v2.</i>
6.10.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The performance of WIM might be reduced if SSDP is enabled on the device. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.

Reissued: 17-Feb-10

Model: Neptune-C2		Date: 31-May-07	No.: RB286004c
Version	Modified Points or Symptom Corrected		
	<ol style="list-style-type: none"> 5. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) 6. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276) 7. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 8. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: <ul style="list-style-type: none"> – The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. – The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 9. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. <p>Other changes:</p> <ol style="list-style-type: none"> 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 2.00 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 6.10.1 or later) needs to be applied to the device. 		
6.05	Symptom corrected: <ol style="list-style-type: none"> 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour). 2. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 3. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) 		
6.03	1st Mass production.		

Model: N-C2		Date: 21-May-10	No.: RB286031
Subject: FRONT DRIVEN TRANSPORT ROLLER etc.		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AA063416		SPRING - 3.4N	4	X/X	13	28	1
	AA063955	SPRING: DRIVEN: 1.7N					1
AF022156		FRONT DRIVEN TRANSPORT ROLLER	2	X/X	13	32	1
	D0464822	TRANSPORT ROLLER: DRIVEN: REAR					1
B1254752	D0464826	ROLLER: DRIVEN	4	X/X	13	35	1
	B2864752	DRIVEN ROLLER: ORIGINAL INSERT	8		13	*59	1
	B2864753	SHEET: ORIGINAL INSERT: MIDDLE	4		13	*60	1
	B2864754	SHEET: ORIGINAL INSERT: BOTH ENDS	4		13	*61	1

Note 1: Interchangeability of these parts is X/O as a set.

Changes:

1. The material of the driven roller was changed.
2. The pressure of spring was reduced.

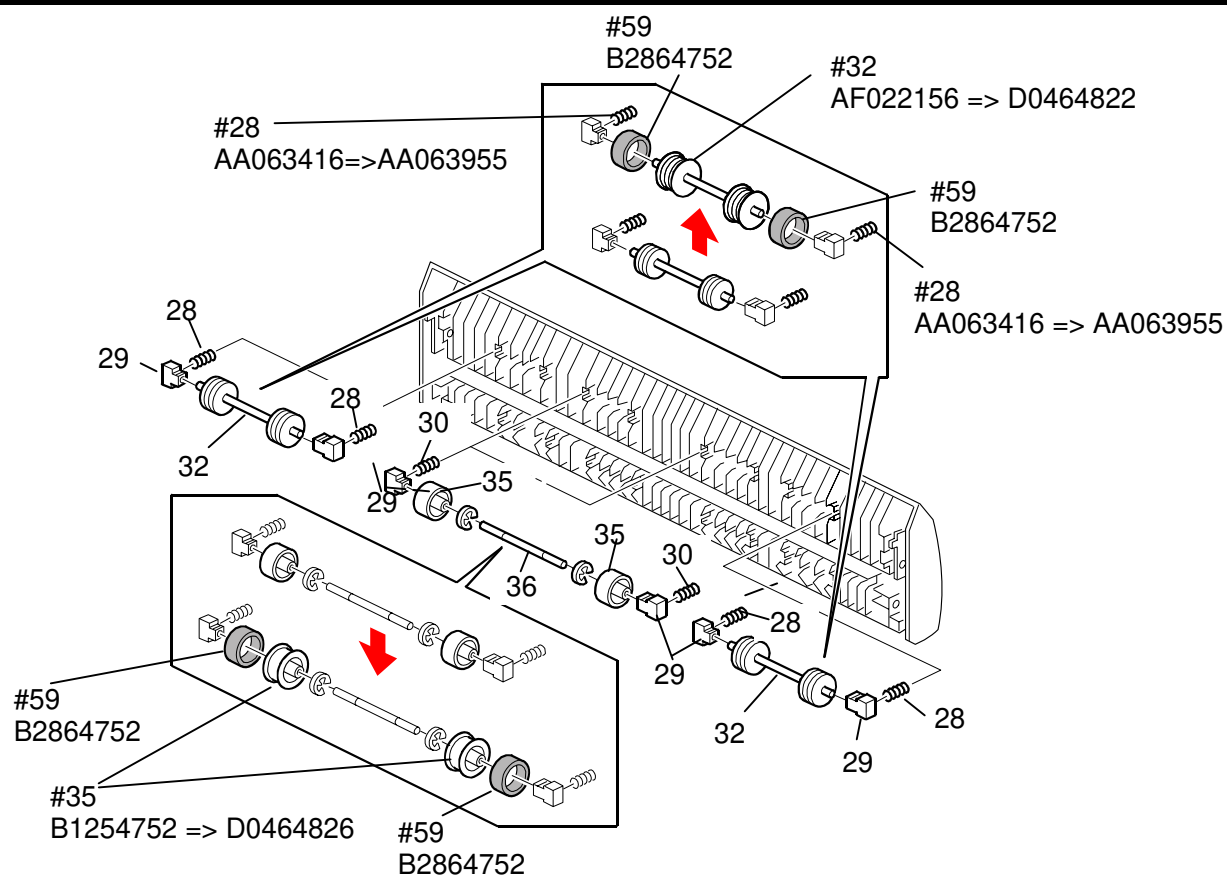
Reason: To improve the durability of the original transport roller

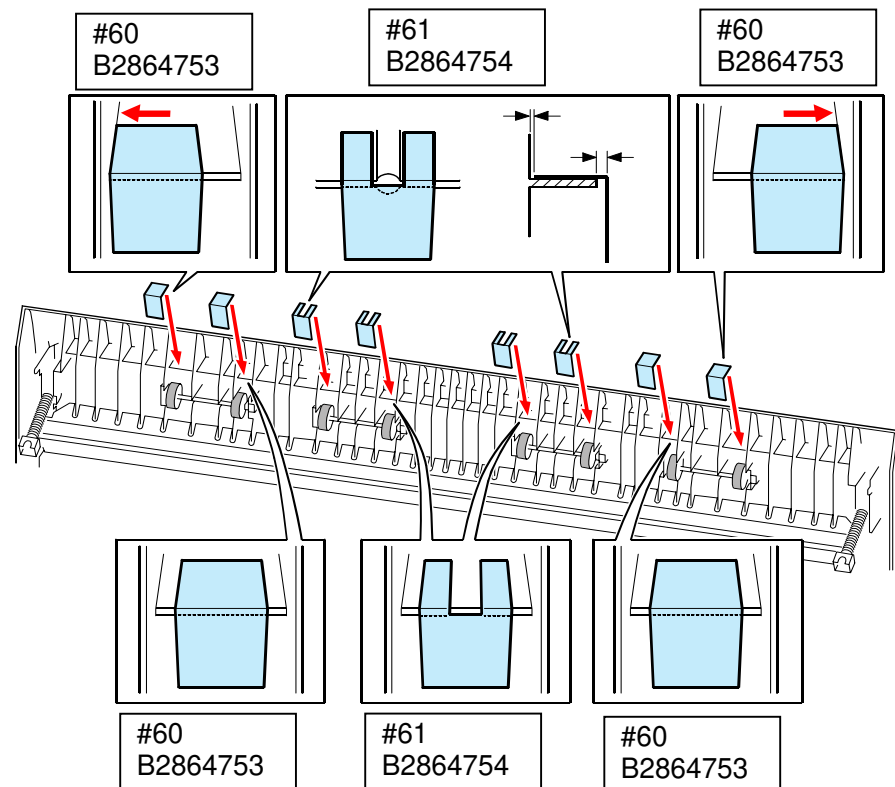
MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio MP W2400 Gestetner GWD2004 Savin 2404WD Lanier LW324	120/60	USA, Canada, S. America	B286-17	M32005XXXXX
Ricoh Aficio MP W2400	220-240/50, 60	China	B286-21	M3200400057
Ricoh Aficio MP W2400 NRG MP W2400	220-240/50, 60	Europe, Asia, Oceania, etc	B286-27	M3200400001
Ricoh Aficio MP W3600 Gestetner GWD2006 Savin 2406WD Lanier LW326	120/60	USA, Canada, S. America	B289-17	M3300400017
Ricoh Aficio MP W3600	220-240/50, 60	China	B289-21	M33005XXXXX
Ricoh Aficio MP W3600 NRG MP W3600	220-240/50, 60	Europe, Asia, Oceania, etc	B289-27	M3300400001

Model: N-C2

Date: 21-May-10

No.: RB286031





Model: N-C2		Date: 07-Jun-10	No.: RB286032
Subject: SP4 Release note for Printer Controller RW-3600		Prepared by: F. Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is the release note for the Printer Controller RW-3600 firmware.

***** RW-3600 Printer Controller Ver.3.7.1SP4 *****

Note:

- SP4 has been issued as an update to ver3.7.1SP2.
- SP4 requires PLOTBASE version SP2 or later.

1. Major features added:

- 1) Support for OS
 - <Plotbase>
 - WindowsXP SP3
 - WindowsVista SP2
 - <Clients>
 - WindowsXP SP3
 - WindowsVista SP2
 - Windows2008Server

- 2) Update to application
 - AutoCAD2010
 - LibCad2010 (DWG option)
 - PDF 1.7 Level 3

2. Symptom corrected:

PDFs created using Adobe 9 Pro, if submitted to PlotBase, will result in nothing being printed and the error "Unrecoverable error while parsing PDF file" being displayed by PlotBase.

Model: **N-C2**

Date: 07-Jun-10

No.: RB286032

Firmware download/storage:

The RW-3600 Printer Controller firmware is divided into the following five files, due to the large size of the original file.

Do the following when downloading and restoring the firmware:

1. Download each of the following files and store them in the same folder:

RW3600SP4.part1.exe (D3448802_371SP4_1)

RW3600SP4.part2.rar (D3448802_371SP4_2)

RW3600SP4.part3.rar (D3448802_371SP4_3)

RW3600SP4.part4.rar (D3448802_371SP4_4)

2. Double-click on the .exe file (the first file listed above).

Note: When you do this, the .exe file is automatically decompressed and the five separate files listed above are automatically combined (restored) into the original firmware file, "RW3600SP4.iso".

3. Burn this restored file onto a DVD-ROM.

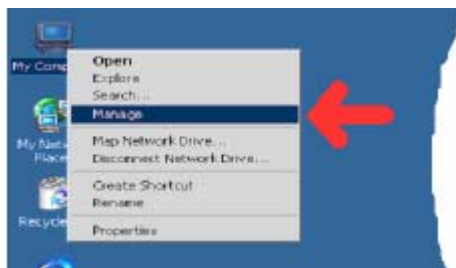
SP4 Installation Procedure:

Before updating the Printer Controller RW-3600, please make sure that all running applications are closed on your Plotbase computer.

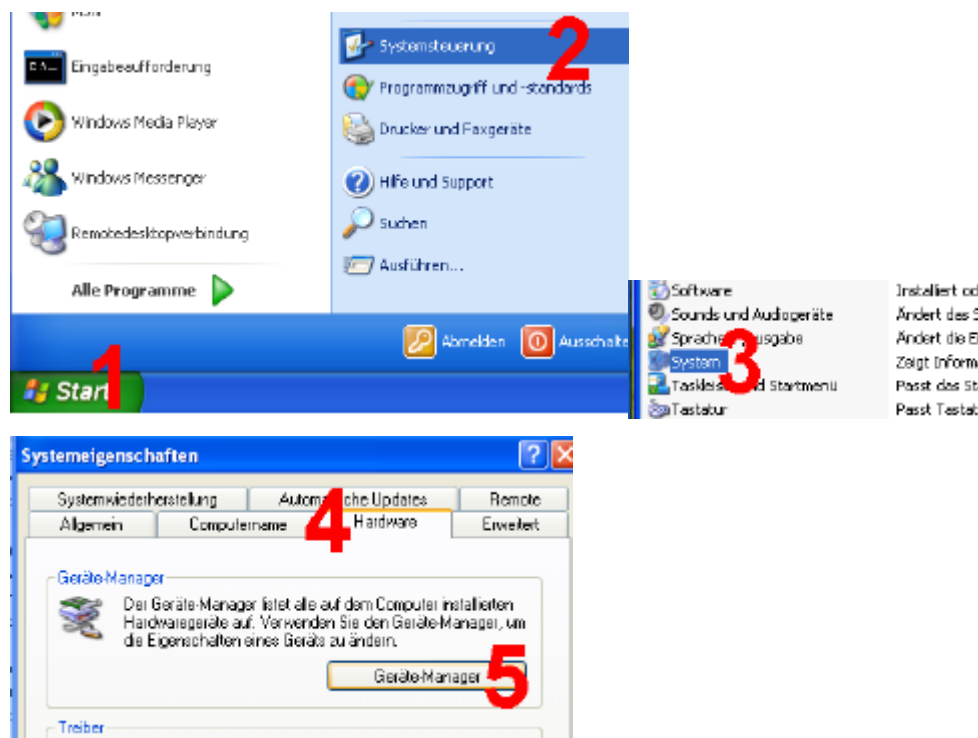
1. Update the Kernel Driver.
1) Preparation:

Start/Boot your PC as usual.

Make sure you have administrative rights.

2) Start the device manager as follows:


or as follows:

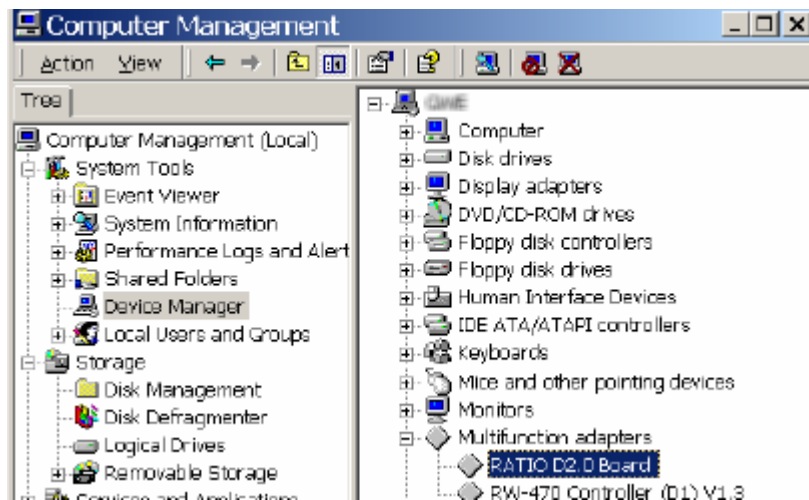


Model: N-C2

Date: 07-Jun-10

No.: RB286032

- 3) Open the properties of the appropriate device by double-clicking the highlighted item in the left list.



- 4) Change to the tab "Driver". Click Button "Update Driver..."



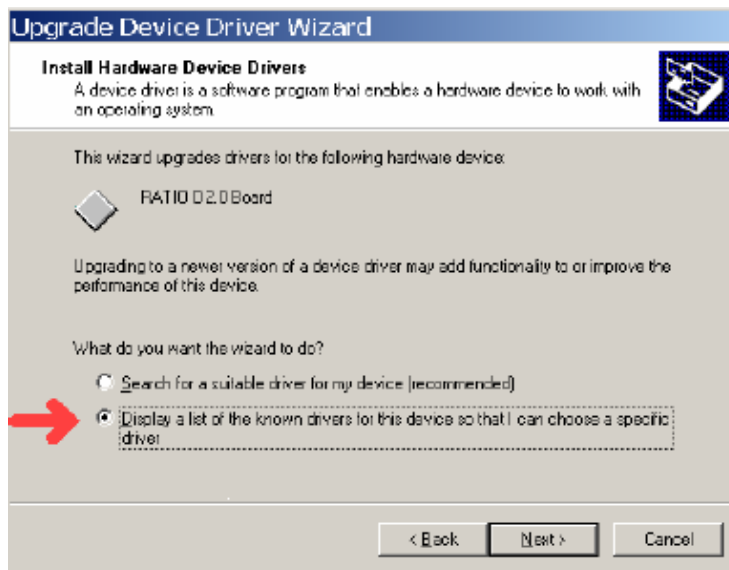
Model: N-C2

Date: 07-Jun-10

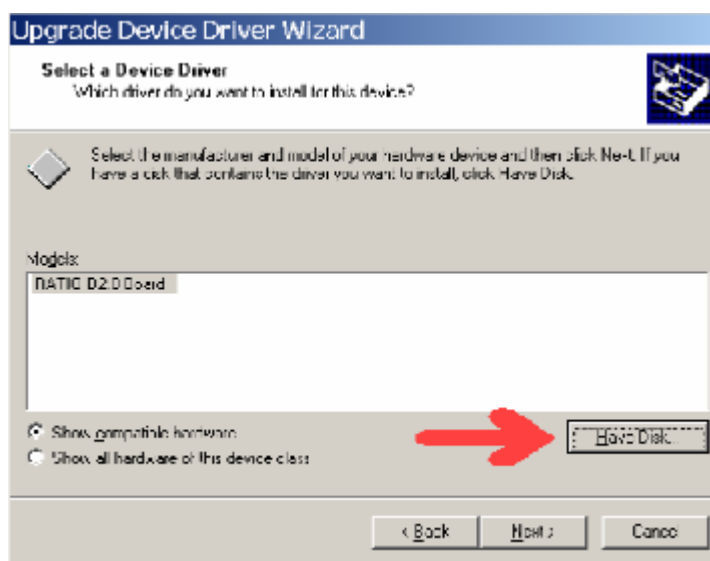
No.: RB286032

- 5) The driver wizard opens. Click "Next"

Select 2nd entry in list and click "Next".



- 6) Click "Have Disk".

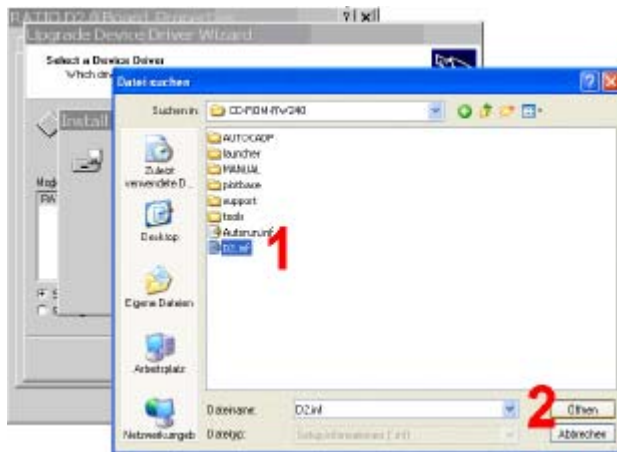


and browse to the folder, where your new driver is.

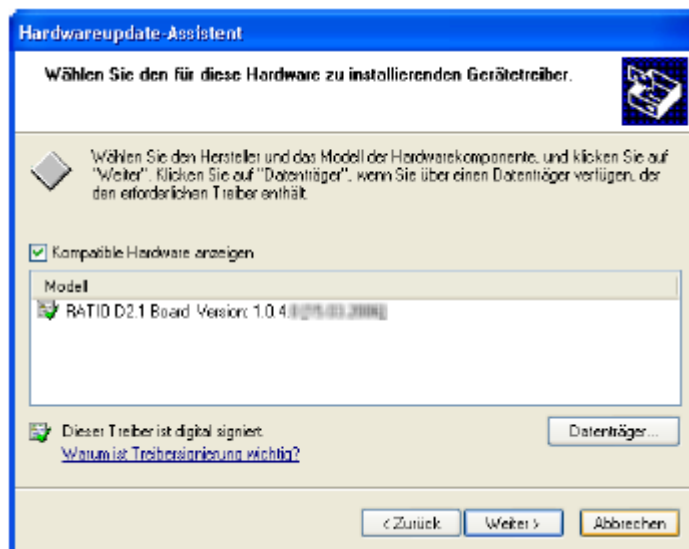


Model: N-C2
Date: 07-Jun-10
No.: RB286032

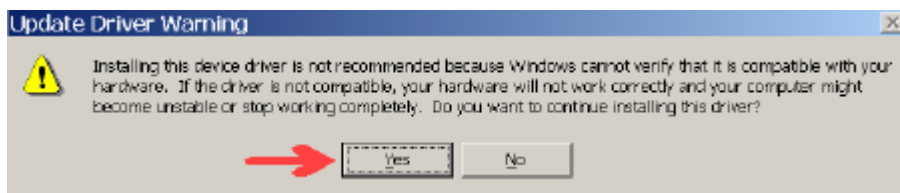
7) Select the correct INF-File and continue with "Open".



8) Continue with "OK". Select the correct hardware device and click "Next".



9) Accept the new driver with "Yes".



Model: N-C2
Date: 07-Jun-10
No.: RB286032

10) Press the “Finish” button.



11) Restart your computer.

You can then check in the device manager again, if the new driver is loaded.

2. Uninstall the LibCad from your Plotbase computer.

Windows OS => Start => Add or Remove Program => LibCad200x => Remove

Note: Before the SP4 upgrade can be performed, it is necessary to uninstall LibCad200x from Plotbase computers with the DWG option installed.

3. Set the DVD-ROM for “RW-3600PrinterControllerVer.3.7.1SP4.

4. After boot up the “Setup Launcher”, select the “Updated previous version”.

5. Follow the instructions displayed to perform Steps 1–5.

6. Update the RSP file to the most recent version that supports LibCad2010.

7. Reboot your Plotbase computer.

Note: Although this is not a necessary step, it is recommended that you do this.

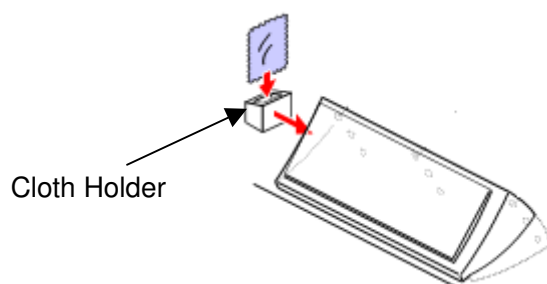
Model: N-C2		Date: 22-Jun-10	No.: RB286033
Subject: Cloth Holder		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

New part number	Description	Q'ty	Page	Index	Note
B0651371	CLOTH HOLDER	1	6	38	*

*: New index

Change: The cloth holder is now bundled at the factory from May 2010 production.

Reason: In accordance with requests from the field.



MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio MP W2400 Gestetner GWD2004 Savin 2404WD Lanier LW324	120/60	USA, Canada, S. America	B286-17	M32006XXXXX
Ricoh Aficio MP W2400	220-240/50, 60	China	B286-21	M3200500033
Ricoh Aficio MP W2400 NRG MP W2400	220-240/50, 60	Europe, Asia, Oceania, etc	B286-27	M3200500001
Ricoh Aficio MP W3600 Gestetner GWD2006 Savin 2406WD Lanier LW326	120/60	USA, Canada, S. America	B289-17	M3300500001
Ricoh Aficio MP W3600	220-240/50, 60	China	B289-21	M3300500023
Ricoh Aficio MP W3600 NRG MP W3600	220-240/50, 60	Europe, Asia, Oceania, etc	B289-27	M3300500025

Model: N-C2		Date: 28-Jul-10	No.: RB286034
Subject: FRONT SHEET: ORIGINA: INSERT etc.		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AA063956		COMPRESSION SPRING:DRIVEN:6.6N	4	X/O	13	30	
	AA063416	SPRING - 3.4N					
B2864753		SHEET: ORIGINAL INSERT: MIDDLE	4 - 6	X/O	13	60	
	B2864758	SHEET:ORIGINAL INSERT:A					
B2864754		SHEET: ORIGINAL INSERT: BOTH ENDS	4 - 2	X/O	13	61	
	B2864757	SHEET:ORIGINAL INSERT:B					

Changes:

1. The color of the sheets was changed to black.
2. The pressure of the spring was reduced.

Reasons:

1. To further improve the detection accuracy of the original size sensors
2. To further minimize any wrinkling during original feed

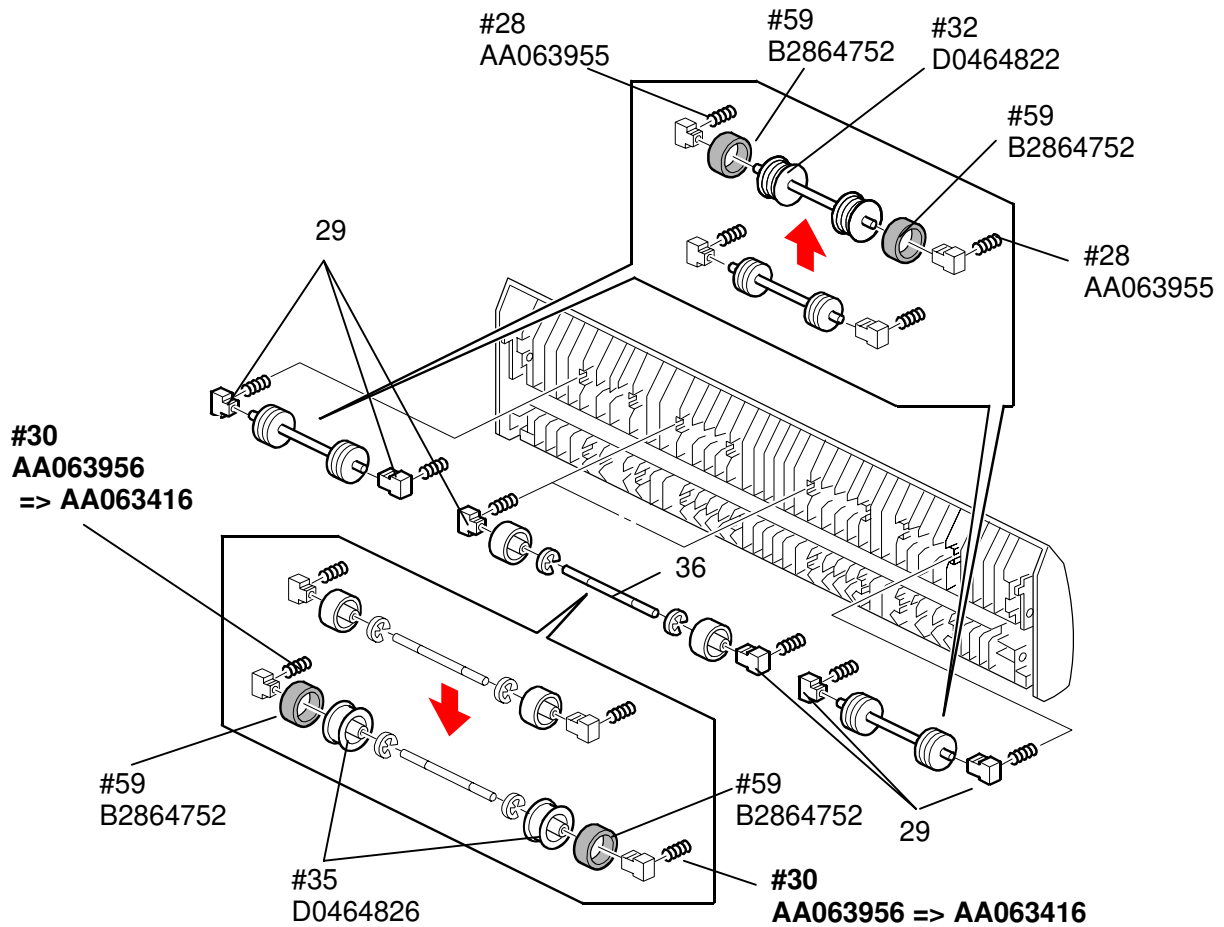
IMPORTANT: If you need to replace any of the old parts with the new ones, make sure to install all the new parts **together as a set**.

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio MP W2400 Gestetner GWD2004 Savin 2404WD Lanier LW324	120/60	USA, Canada, S. America	B286-17	M32005XXXXX
Ricoh Aficio MP W2400	220-240/50, 60	China	B286-21	M3200400057
Ricoh Aficio MP W2400 NRG MP W2400	220-240/50, 60	Europe, Asia, Oceania, etc	B286-27	M3200400001
Ricoh Aficio MP W3600 Gestetner GWD2006 Savin 2406WD Lanier LW326	120/60	USA, Canada, S. America	B289-17	M3300400017
Ricoh Aficio MP W3600	220-240/50, 60	China	B289-21	M33005XXXXX
Ricoh Aficio MP W3600 NRG MP W3600	220-240/50, 60	Europe, Asia, Oceania, etc	B289-27	M3300400001

Model: N-C2

Date: 28-Jul-10

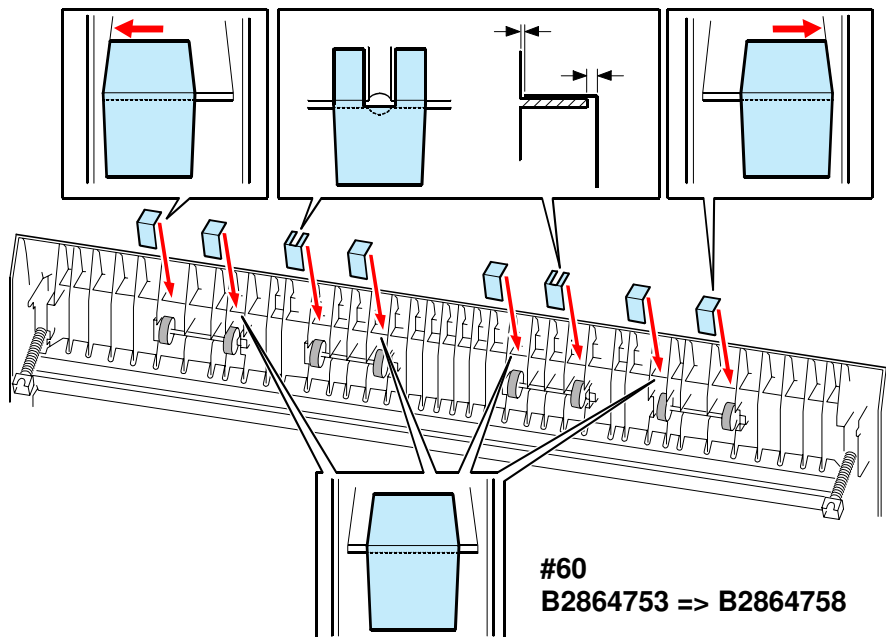
No.: RB286034



#60
B2864753 => B2864758

#61
B2864754 => B2864757

#60
B2864753 => B2864758



Reissued: 04-Aug-10

Model: Neptune-C2	Date: 31-May-07	No.: RB286004d
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: NIB		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **NIB**.

Version	Program No.	Effective Date
6.16	B2865883J	August 2010 production
6.15	B2865883G	February 2010 production
6.10.1	B2865883F	March 2008 production
6.05	B2865883D	June 2007 production
6.03	B2865883C	1st Mass production

Version	Modified Points or Symptom Corrected
6.16	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. Trying and failing to login to a Scan destination three times might result in the MFP stalling with an SC899 error. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery). Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.

Reissued: 04-Aug-10

Model: Neptune-C2		Date: 31-May-07	No.: RB286004d
Version	Modified Points or Symptom Corrected		
	<p>10. If the device tries and fails to login to a Windows scan destination 3 times, the device will stall displaying an SC 889 error. This is intermittent, occurring about 20% of the time that the conditions are met.</p> <p>11. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.</p> <p>12. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</p> <p>Other changes:</p> <p>1. Unable to Scan to SMB to a destination that is not specified using an FQDN.</p> <p>2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</p> <p>3. Windows Authentication fails if the username or password includes lower-case European characters.</p>		
6.15	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The device might not be able to access the network once the Log collection tool is run. IPP print jobs are cancelled. This happened very infrequently. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds). Scan to SMB is unable to send documents to a hostname containing 2byte characters. Windows authentication might fail on a domain controller whose hostname contains 2 byte characters. <p>Other changes:</p> <ol style="list-style-type: none"> Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. The MFP now supports CIFS, DFS and NTLM v2. 		
6.10.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The performance of WIM might be reduced if SSDP is enabled on the device. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276) The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 		

Reissued: 04-Aug-10

Model: Neptune-C2		Date: 31-May-07	No.: RB286004d
Version	Modified Points or Symptom Corrected		
	<p>8. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:</p> <ul style="list-style-type: none">– The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel.– The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. <p>9. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.</p> <p>Other changes:</p> <p>1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 2.00 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 6.10.1 or later) needs to be applied to the device.</p>		
6.05	<p>Symptom corrected:</p> <ol style="list-style-type: none">1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).2. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913)3. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)		
6.03	1st Mass production		

Model: N-C2		Date: 10-Dec-10	No.: RB286035
Subject: PlotClient HDI for Printer Controller RW-3600		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is a release note for Printer Controller RW-3600.

***** PlotClient HDI for PLOTBASE Version 3.7. 1 SP4 (3.7.1.138) *****

This is an update for PlotClient HDI to support AutoCAD2010 - 2011.

Note:

1. PLOTBASE version 3.7.1SP3 (3.7.110) or earlier does not require this update.
2. Supported OS
Windows XP SP3
Windows Vista SP2

PlotClient HDI Installation Procedure:

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

1. Go to Control Panel and open "Add/remove software".
2. Uninstall the PlotClient HDI.
3. Go to Control Panel and open "AutoDesk Plotter Manager".
4. Delete all RW-3600 pc3 drivers.

Name	Size	Date Modified
Plot Styles		10/18/2010 4:45 AM
PMP Files		10/18/2010 4:45 AM
Add-A-Plotter Wizard	1 KB	10/18/2010 4:42 AM
Default Windows System Print...	2 KB	3/3/2003 7:36 PM
DWF6 ePlot.pc3	5 KB	7/29/2004 3:14 AM
DWFX ePlot (XPS Compatible)...	5 KB	6/21/2007 10:17 AM
DWG To PDF.pc3	2 KB	10/23/2008 9:32 AM
PublishToWeb JPG.pc3	1 KB	12/7/1999 8:53 PM
PublishToWeb PNG.pc3	1 KB	11/21/2000 11:18 PM
RW-240 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-480 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:45 AM
RW-3600 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-7140 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:46 AM

Model: N-C2
Date: 10-Dec-10
No.: RB286035

5. Go to your directory containing the update (RW-3600 PlotClient HDI).

There are different versions for 32-bit OS and 64-bit OS. Please use the correct one according to the OS of your computer.

Example:

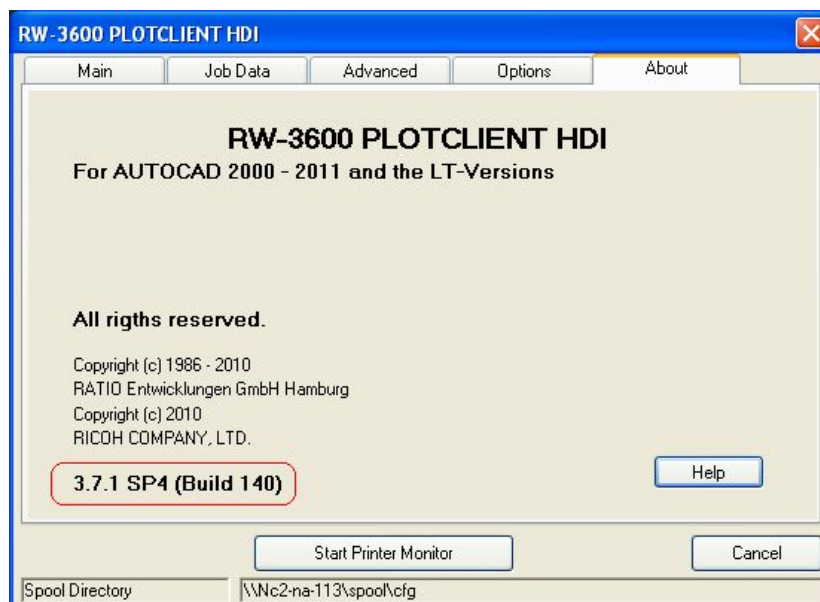
You are working with AutoCAD2011 on a computer, which has Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

6. Execute the correct setup.exe.
7. Follow the instructions with "Next" and "Install".
8. Install the updated PC3 files.

For reinstallation of the PC3 files, please refer to the RW-3600 client manual, chapter "PlotClient ADI/HDI".

9. Final check

After the installation, the version number of PlotClient HDI as shown below should appear in the "About" tab of Plotclient HDI when you print any sample file with AutoCAD2011 or other supported AutoCAD products.



10. Reboot

We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

Model: **N-C2**

Date: 10-Dec-10

No.: RB286035

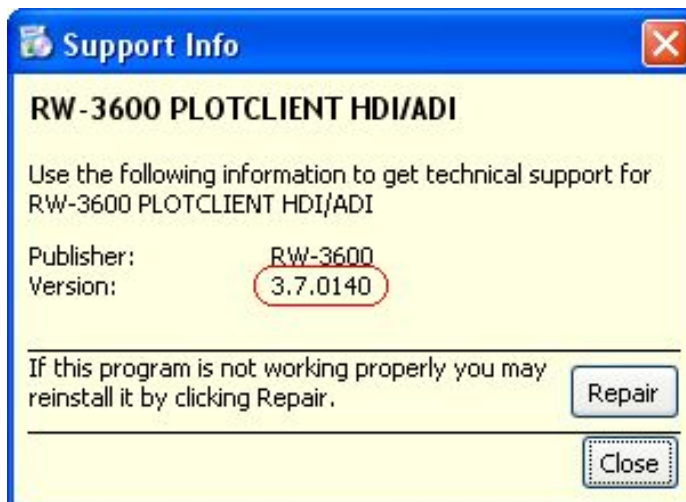
Note:

The Version Number of Plotclient HDI in this release shows a small error in the support information.

If you look at the version number by doing the following steps:

1. Go to Control Panel and open "Add or remove software"
2. Select RW-3600 Plotclient HDI and click on "Support information",

You can find that the version number "3.7.140" is displayed as "3.7.0140".



Model: N-C2		Date: 29-Sep-11	No.: RB286036
Subject: PlotClient HDI for Printer Controller RW-3600		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is a release note for Printer Controller RW-3600.

***** PlotClient HDI for PLOTBASE Version 3.7.1 SP4 (3.7.1.138) *****

This is an update for PlotClient HDI to support AutoCAD2012.

Note:

1. PLOTBASE version 3.7.1SP3 (3.7.110) or earlier does not require this update.
2. Supported OS
Windows XP SP3
Windows Vista SP2

PlotClient HDI Installation Procedure:

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

1. Go to control panel and open "Add/remove software".
2. Uninstall the PlotClient HDI.
3. Go to control panel and open "AutoDesk Plotter Manager".
4. Delete all RW-3600 pc3 drivers.

Name	Size	Date Modified
Plot Styles		10/18/2010 4:45 AM
PMP Files		10/18/2010 4:45 AM
Add-A-Plotter Wizard	1 KB	10/18/2010 4:42 AM
Default Windows System Print...	2 KB	3/3/2003 7:36 PM
DWF6 ePlot.pc3	5 KB	7/29/2004 3:14 AM
DWFX ePlot (XPS Compatible)...	5 KB	6/21/2007 10:17 AM
DWG To PDF.pc3	2 KB	10/23/2008 9:32 AM
PublishToWeb JPG.pc3	1 KB	12/7/1999 8:53 PM
PublishToWeb PNG.pc3	1 KB	11/21/2000 11:18 PM
RW-240 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-480 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:45 AM
RW-3600 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-7140 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:46 AM

Model: N-C2
Date: 29-Sep-11
No.: RB286036

5. Go to your directory containing the update (RW-3600 PlotClient HDI).

There are different versions for 32-bit OS and 64-bit OS. Please use the correct one according to the OS of your computer.

Example:

You are working with AutoCAD2012 on a computer, which has installed Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

6. Execute correct setup.exe.
7. Follow the instructions with “Next” and “Install”.
8. Install the updated PC3 files.

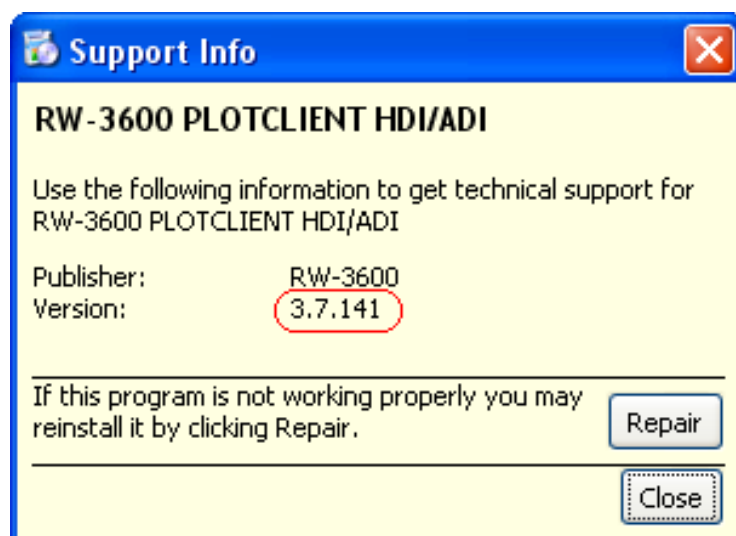
For reinstallation of the PC3 files please refer to RW-3600 client manual, chapter “PloteClient ADI/HDI”.

9. Final check

- 1) Go to control panel and open “Add or remove software”

- 2) Select RW-3600 Plotclient HDI and click on “Support information”,

You can find that the version number “3.7.141” is displayed as “3.7.141”.



10. Reboot

We recommended to reboot your Plotbase computer, even though this is generally not necessary.

Model: N-C2/ N-P1		Date: 5-Mar-13	No.: RB286037
Subject: BRACKET: POSITIONING: LEFT and RIGHT		Prepared by: F.Noguchi	
From: 2nd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input checked="" type="checkbox"/> Tier 2		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0462582	D0462265	BRACKET:POSITIONING:LEFT	1	X/O	25	19	*
D0462583	D0462266	BRACKET:POSITIONING:RIGHT	1	X/O	25	20	*

***Note:** Interchangeability is **X/O as a set**.

Change: The shape of the positioning bracket was changed, increasing the insulation clearance (distance) between the bracket and development unit casing.

Reasons: To further minimize LPH image shifting due to static electricity buildup.

IMPORTANT: If you need to replace any of the old parts with the new ones, make sure to install all the new parts **together as a set**.

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio MP W2400 Gestetner GWD2004 Savin 2404WD Lanier LW324	120/60	USA, Canada, S. America	B286-17	Service part only
Ricoh Aficio MP W2400	220-240/50, 60	China	B286-21	Service part only
Ricoh Aficio MP W2400 NRG MP W2400	220-240/50, 60	Europe, Asia, Oceania, etc	B286-27	Service part only
Ricoh Aficio MP W3600 Gestetner GWD2006 Savin 2406WD Lanier LW326	120/60	USA, Canada, S. America	B289-17	Service part only
Ricoh Aficio MP W3600	220-240/50, 60	China	B289-21	Service part only
Ricoh Aficio MP W3600 NRG MP W3600	220-240/50, 60	Europe, Asia, Oceania, etc	B289-27	Service part only
Ricoh Aficio SP W2470 Savin 2404 WDP Lanier LP124w Gestetner SP W2470	120/60	USA, Canada, S. America	G180-17	S29303XXXXX
Ricoh Aficio SP W2470 NRG SP W2470	220-240/50, 60	Europe, Asia, Oceania, etc	G180-27	S29303XXXXX

Model: N-C2		Date: 10-Apr-13	No.: RB286038
Subject: PlotClient HDI for Printer Controller RW-3600		Prepared by: F.Noguchi	
From: 2nd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is a release note for Printer Controller RW-3600.

***** PlotClient HDI for PLOTBASE Version 3.7.1 SP4 (3.7.1.138) *****

This is an update for PlotClient HDI to support AutoCAD2013.

Note:

1. PLOTBASE version 3.7.1SP3 (3.7.110) or earlier does not require this update.
2. Supported OS
Windows XP SP3
Windows Vista SP2

PlotClient HDI Installation Procedure:

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

1. Go to control panel and open "Add/remove software".
2. Uninstall the PlotClient HDI.
3. Go to control panel and open "AutoDesk Plotter Manager".
4. Delete all RW-3600 pc3 drivers.

Name	Size	Date Modified
Plot Styles		10/18/2010 4:45 AM
PMP Files		10/18/2010 4:45 AM
Add-A-Plotter Wizard	1 KB	10/18/2010 4:42 AM
Default Windows System Print...	2 KB	3/3/2003 7:36 PM
DWF6 ePlot.pc3	5 KB	7/29/2004 3:14 AM
DWFX ePlot (XPS Compatible)...	5 KB	6/21/2007 10:17 AM
DWG To PDF.pc3	2 KB	10/23/2008 9:32 AM
PublishToWeb JPG.pc3	1 KB	12/7/1999 8:53 PM
PublishToWeb PNG.pc3	1 KB	11/21/2000 11:18 PM
RW-240 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-480 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:45 AM
RW-3600 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-7140 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:46 AM

Model: N-C2
Date: 10-Apr-13
No.: RB286038

5. Go to your directory containing the update (RW-3600 PlotClient HDI).

There are different versions for 32-bit OS and 64-bit OS. Please use the correct one according to the OS of your computer.

Example:

You are working with AutoCAD2013 on a computer, which has installed Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

6. Execute correct setup.exe.
7. Follow the instructions with “Next” and “Install”.
8. Install the updated PC3 files.

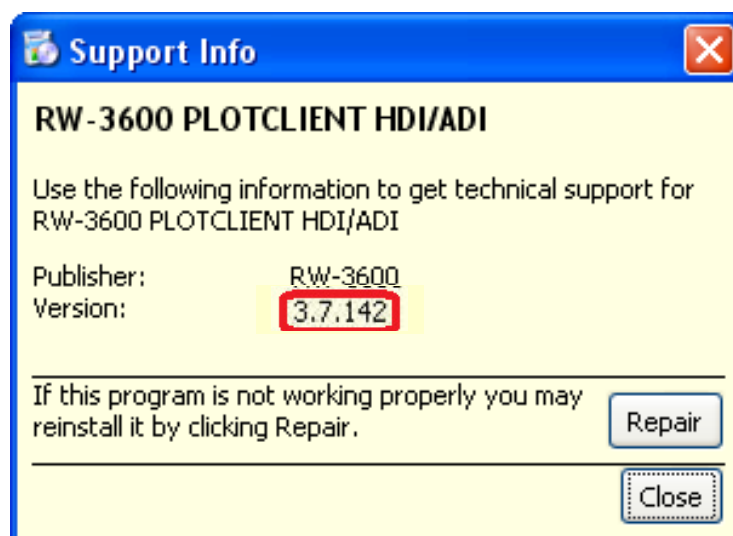
For reinstallation of the PC3 files please refer to RW-3600 client manual, chapter “PloteClient ADI/HDI”.

9. Final check

- 1) Go to control panel and open “Add or remove software”

- 2) Select RW-3600 Plotclient HDI and click on “Support information”,

You can find that the version number “3.7.142” is displayed as “3.7.142”.



10. Reboot

We recommended to reboot your Plotbase computer, even though this is generally not necessary.